

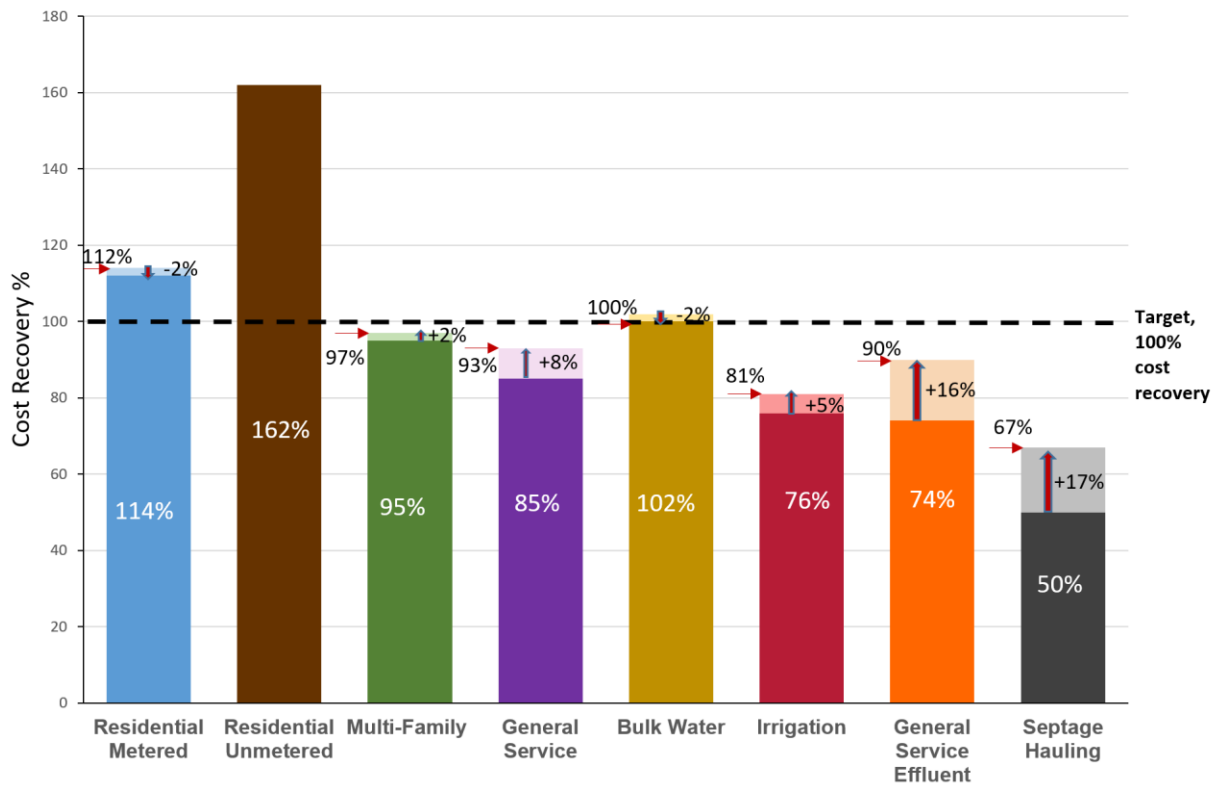
Cost Recovery Strategies for Water and Wastewater Lines of Service

Customer Classes	Cost Recovery Strategies	Change in Cost Recovery
Inside city customers		
Residential Metered	Moving closer to its allocated cost of service while moderating its overall rate impact.	Bring closer to 100% cost recovery by decreasing 2%.
Residential Unmetered	Maintain 2018 rates and continue to encourage customers to move to the metered class.	Maintain the existing 2018 rates for Residential Unmetered Customers across 2019-2022.
Multi-Family	Moving closer to its allocated cost of service while moderating its overall rate impact.	Bring closer to 100% cost recovery by increasing 2%.
General Service	Moving closer to its allocated cost of service while moderating its overall rate impact.	Bring closer to 100% cost recovery by increasing 8%.
Bulk Water	Achieving its full cost of service by 2022.	Bring closer to 100% cost recovery by decreasing 2%.
Irrigation	Moving closer to its allocated cost of service.	Bring closer to 100% cost recovery by increasing 5%.
General Service Effluent	Moving closer to its allocated cost of service while moderating its overall rate impact.	Bring closer to 100% cost recovery by increasing 16%.
Septage Hauling	Moving closer to its allocated cost of service while moderating its overall rate impact.	Bring closer to 100% cost recovery by increasing 17%.
Extra Strength Surcharges	Maintaining 2018 rates across 2019-2020 while the Water Utility plans for mid-cycle rate adjustments for 2021-2022.	Maintaining 2018 rates across 2019-2020 while the Water Utility plans for mid-cycle rate adjustments for 2021-2022.
Regional customers		
Regional Municipalities	Continue to cover 100 per cent of cost for related services.	Rates for regional customers cover 100 per cent of the cost for the services they receive.

Cost Recovery Strategies for Stormwater Line of Service

Customer Classes	Cost Recovery Strategies
Inside city customers	Maintain the current rate structure for all customers across 2019-2022 so that further work to investigate a variable stormwater rate may be undertaken.

Current and Proposed Cost Recovery for Customers



	Cost Recovery by 2022 using 2018 rates	Cost Recovery by 2022 using proposed strategies	Change in Cost Recovery
Residential Metered	114%	112%	-2%
Residential Unmetered	162%	162%	0%
Multi-Family	95%	97%	2%
General Service	85%	93%	8%
Bulk Water	102%	100%	-2%
Irrigation	76%	81%	5%
General Service Effluent	74%	90%	16%
Septage Hauling	50%	67%	17%