

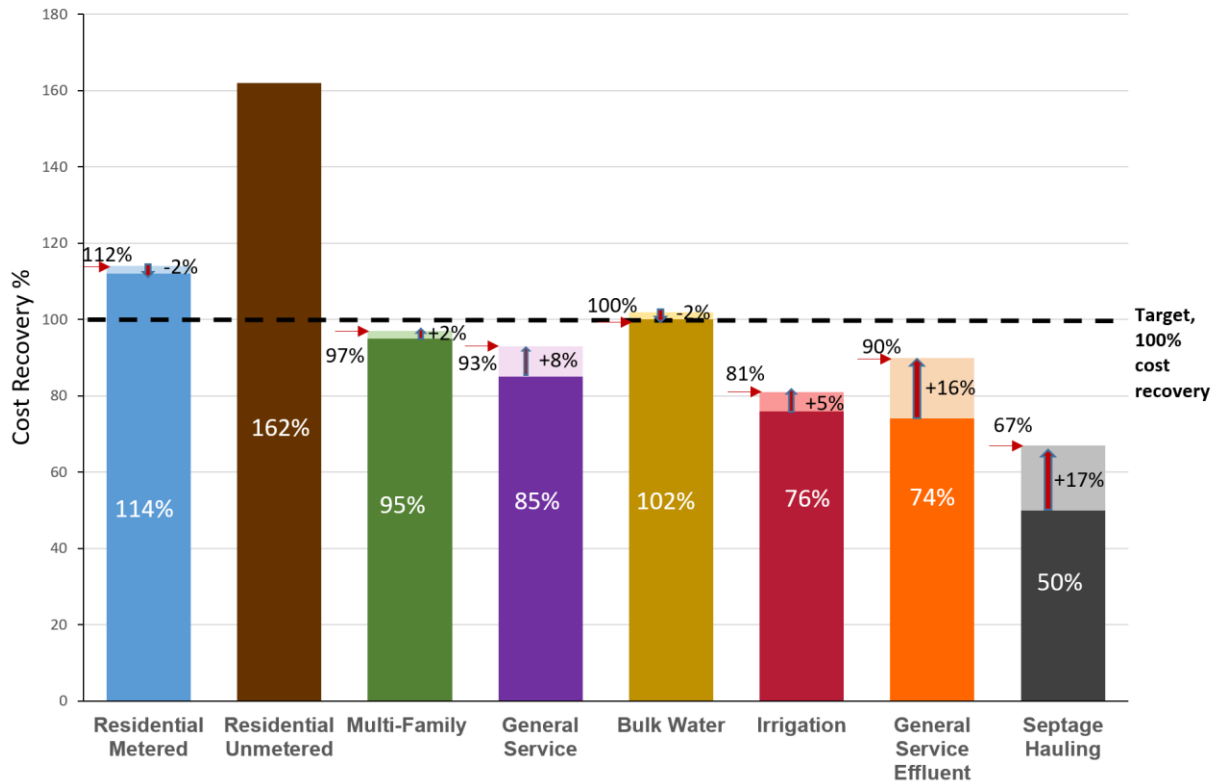
**Cost Recovery Strategies for Water and Wastewater Lines of Service**

<b>Customer Classes</b>	<b>Cost Recovery Strategies</b>	<b>Change in Cost Recovery</b>
<b>Inside city customers</b>		
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.
<b>Regional customers</b>		
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**

<b>Customer Classes</b>	<b>Cost Recovery Strategies</b>
<b>Inside city customers</b>	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%