

Customer Classification Definitions

Effective January 1st, 2026

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| RESIDENTIAL UNIT | <ul style="list-style-type: none"> Self-contained residential units including apartments, churches |
| SMALL COMMERCIAL UNIT | <ul style="list-style-type: none"> Commercial operations consisting of office space, retail space, repair shop, service station Less than 1,000 sq.ft. of floor area Funeral Home |
| MEDIUM COMMERCIAL UNIT | <ul style="list-style-type: none"> Commercial operation consisting of office space, retail space over 1,000 sq.ft. of floor area Commercial operations requiring water as a process for their operation excluding washroom facilities <ul style="list-style-type: none"> Eating establishment, take out and full service under 1,000 sq.ft. Food/Convenience store under 1,000 sq.ft. Bed and Breakfast Hairstressing/Salon Shop |
| HIGH/LARGE COMMERCIAL UNIT – TIER 1 | <ul style="list-style-type: none"> Commercial operations consisting of large grocery, food retail and multiple business development over 1,000 sq.ft. of floor area Commercial operations requiring water as a process for their operation excluding washroom facilities <ul style="list-style-type: none"> Eating establishment, take out and full service over 1,000 sq.ft. Food/Convenience store over 1,000 sq.ft. Motel Facility Cleaning Type Business Medical, Dental and Physician Type facilities (less than 1,000 sq.ft. – 1 unit – over 1,000 sq.ft. – 2 units) |
| HIGH/LARGE COMMERCIAL UNIT – TIER 2 | <ul style="list-style-type: none"> <u>Carwash (1 unit per bay)</u> <u>Laundromat (1 unit per four machines)</u> Breweries Covered Arenas and all associated operations Commercial operations requiring water as a process for their operation excluding washroom facilities Industrial Type Business |
| FARM | <ul style="list-style-type: none"> ½ Small Commercial for hobby farm using water for animals – 5 head and under Small Commercial – farm operation – no livestock and/or using water Medium Commercial for farm using water for animals – 40 head and under High Commercial for farm using water for animals – over 41 head |

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| HOME OCCUPATION | <ul style="list-style-type: none"> • ½ Residential – Commercial operation which is carried on as an accessory use within a dwelling |
| MULTI RESIDENTIAL | <ul style="list-style-type: none"> • Apartment building consisting of more than one residential dwelling shall have one residential unit followed by 80% of the residential unit rate of all other residential dwellings within the building |
| HALLS (Single Purpose) | <ul style="list-style-type: none"> • ½ Small Commercial – halls without kitchen/servery facilities |
| HALLS with a Kitchen/Servery | <ul style="list-style-type: none"> • Small Commercial – maximum seating capacity of 200 people or less • High/Large Commercial Unit – Tier 1 – maximum seating capacity of 201 people or more |
| GEOTHERMAL | <ul style="list-style-type: none"> • Structures using municipal water as its heat, A/C source shall be applied a High/Large Commercial Unit – Tier 1 |
| MISCELLANEOUS | <ul style="list-style-type: none"> • Curling Club – Medium Commercial Unit • Royal Canadian Legion including Hall – Small Commercial • School – 6 units of High/Large Commercial Unit – Tier 1 • Attached Hall in excess of 1,500 sq. ft. – Small Commercial <p>NOTE: Municipality reserves all rights to make any necessary adjustments to all rates based on:</p> <ul style="list-style-type: none"> • Factors not currently addressed in policy • Adjustment to rates based on volume content and nature of use of water |
| VACANCY | <ul style="list-style-type: none"> • Units unoccupied for a period of at least two (2) consecutive calendar months with water service maintained are eligible for the vacancy rate (20% of regular water & sewer rates). The vacancy rate will take effect in the 3rd month of the vacancy period. • Regular charges will begin for the full month when occupancy is resumed part way through a month • This applies to commercial rate categories only. • Vacancy applies also to properties eligible for the Municipal Act, 2001 Section 357 (d) (i), where the property was razed by fire, demolition or otherwise |