

Application Name: 2019 Hemlock Water Revenue Requirements and Water Rates
Response to Information request NO:1A FROM: Hemlock Utility Services Ltd
Date: September 24, 2019

Water Treatment Plant

Although it was a requirement in order to proceed with the MDP, it was a request by Fraser Health to provide potable water to the current users of the water. The water treatment plant was built to sustain current usage and some growth and benefited all residents and commercial customers. The Utility company was able to source out two quotes for this project, which was awarded to Water Tiger due to lower price and recommendation from engineer.

Snow removal

Snow removal is billed from the Resort to the Utility Company at rates from \$150-\$180 per hour, depending on which machine is required. As an estimate it could take approximately 6-8 hours to clear all the hydrants and the road to the water plant for every 30cm of snow accumulated. It is not uncommon to have multiple snow days of 100cm of snow or more in a 24hr period which drastically increase's the costs of maintaining the access to the infrastructure. For this budget the Utility Company estimated \$14,000 for snow clearing, which can equate to 16 days ($\$150/\text{hr} \times 6\text{hrs} \times 16\text{ days} = \$14,400$) out of 150 days of winter where the snow fall is above 30cm.

Operators Hours

In the IR1 response, it was noted that The Utility Company has allocated 530 hours of the Operators time to the Water division, 315 hour for Hydro division, and 525 hours on Sanitation division. The remaining portion of time was spent on Resort tasks. The time spent on Resort items have been allocated directly to the Resort, and no financial bearing on this application. With the nature of the needs of the utility divisions and the aging infrastructure, the operator provided additional hours to the utilities on an on-call emergency basis. These hours are not included in this calculation, if it were, the costs allocated would be higher.

It is very costly to react to emergency situations, the Utility Company requires more attention than what has been allocated in the past to ensure the overall service continues to improve. The increase in wages in this application will allow the Utility to acquire more resources in order to adequately maintain the system.

Commercial – Snow making machines

The Resort has snowmaking guns that are designed to use non chlorinated water, typically dams and lakes are created for the water needed. The water will not be used from the Utility water treatment facility, and the Resort will be directly responsible for all costs.