



WATER BY-LAW REVIEW FEEDBACK REPORT

February 2015

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BACKGROUND AND METHODOLOGY

In November 2014 the City of Winnipeg initiated a public engagement process to receive feedback on the new draft Water By-law before sending it to City Council for consideration.

Public feedback was collected from November 10, 2014 – January 16, 2015. A feedback form was provided at two public meetings and through the website at <http://wwdengage.winnipeg.ca/water-bylaw/>

Live polling technology was also used throughout the presentation at the public meetings to capture feedback.

Public Meeting Date	Attendees
Wednesday, November 26, 2014	15
Thursday, November 27, 2014	24

	Feedback Forms	Polling Questions (varied per question)
Public meetings	5	32-38
Online on our website	5	

Due to the low response rate (26% for Feedback Forms at the Public Meetings), there is a higher degree of variability inherent in the responses received.

Since the respondents of the feedback form and polling technology are self-selecting, the results are not scientific and only a summary of the responses received. This means that no estimates of sampling error can be calculated and therefore no margin of error is attributed to the results in the report. It is not recommended to extrapolate the results to a general population.

PROFILE OF RESPONDENTS

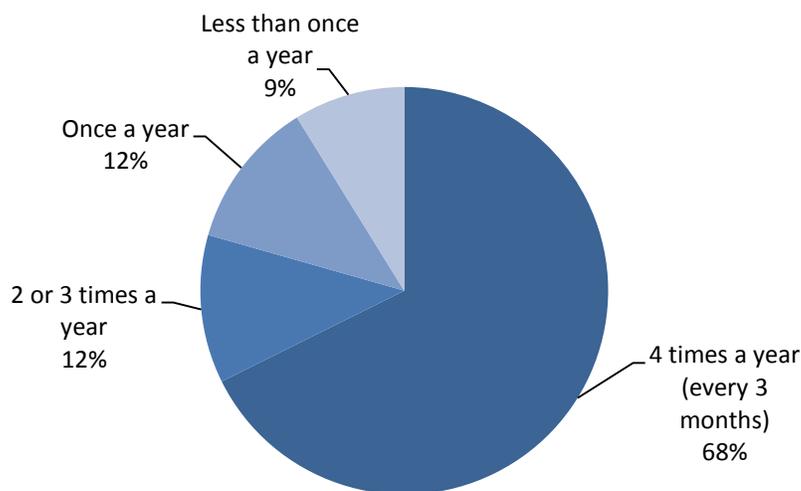
AREA OF CITY	TOTAL % (n=42*)
Northwest	29%
Southwest	14%
Southeast	14%
Northeast	26%
Downtown	7%
Outside of Winnipeg	10%

**Polling and Feedback Forms, Non-response not included*

AREA OF INTEREST	TOTAL % (n=42*)
General business	35%
General public/interest group	22%
Licensed water contractor	9%
Plumbing/general contractor	9%
Engineering consultant	4%
Other	22%

**Polling and Feedback Forms, Non-response not included*

Frequency of Water Meter Readings (n=34, Polling)



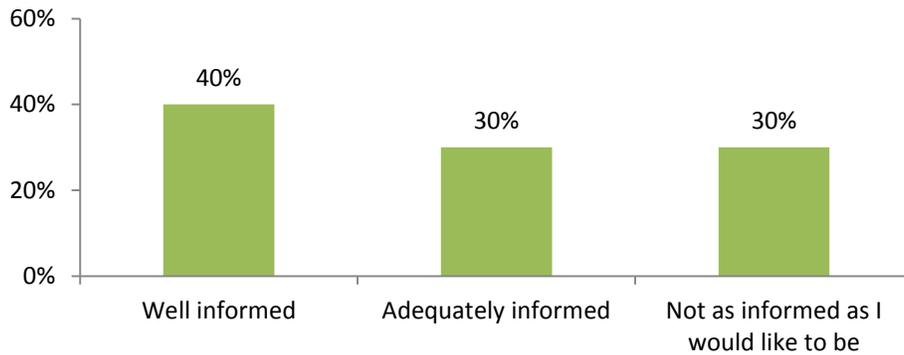
RESEARCH RESULTS

Questions were asked using live polling technology, and feedback forms at the public meetings and on the project’s website.

Understanding of Information Presented

Most respondents were well informed (40%), with three-in-ten who were not as informed as they would have liked (30%).

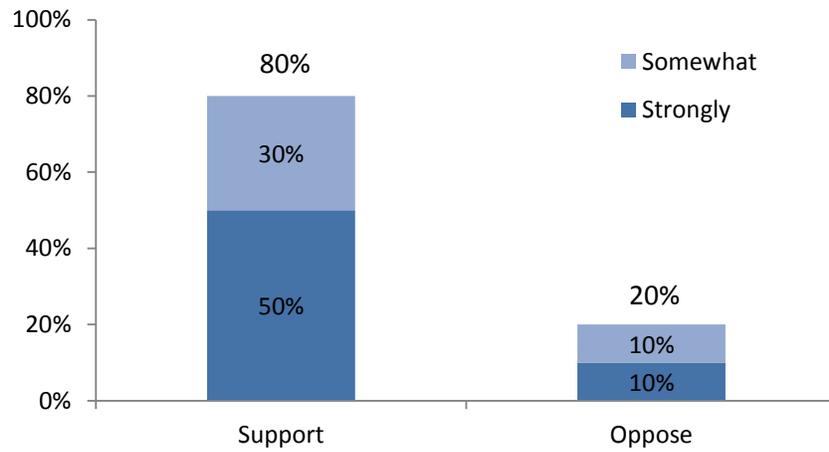
“How informed do you feel about the revisions to the Water By-law?” (n=10, Feedback Forms)



Support for Water By-law

A majority of respondents (80%) support the changes to the new Water By-law.

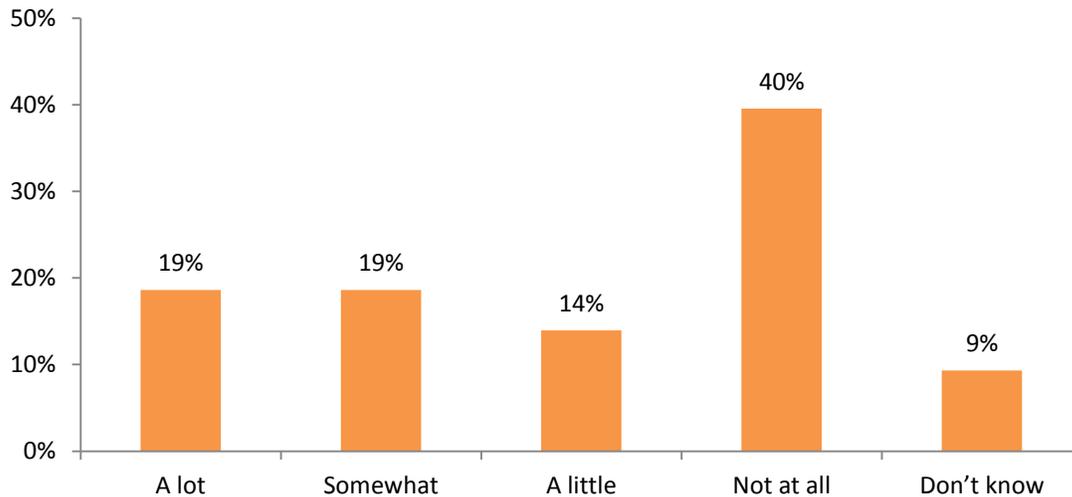
“The new Water By-law further protects public health by enhancing measures to safeguard the City’s waterworks system and the high quality of our drinking water. Overall, do you support the changes?” (n=10, Feedback Forms)



Impact of Proposed Changes

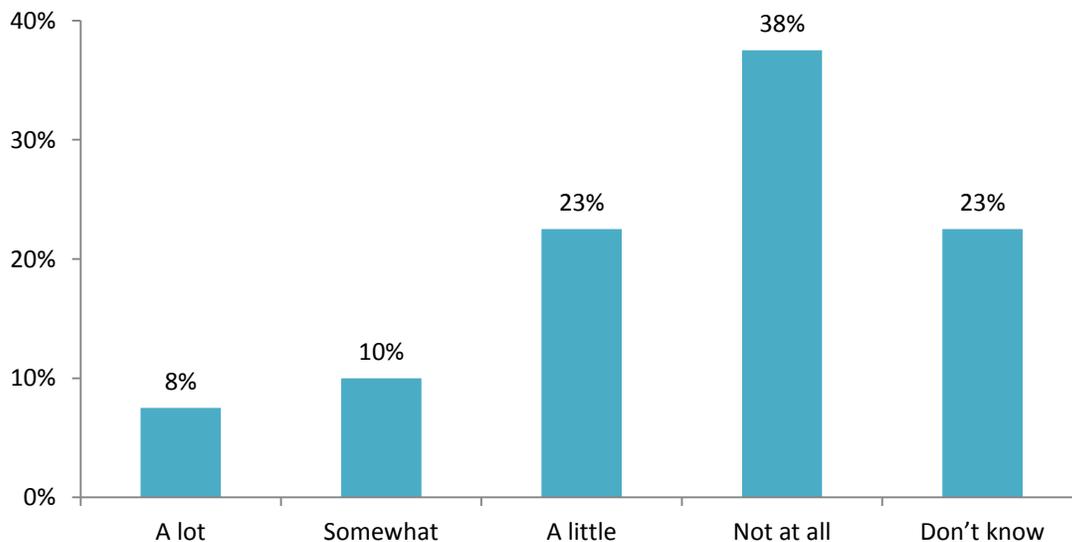
Most (40%) respondents felt they wouldn't be affected by the revisions in the Water By-law.

"Do you expect the revisions in the Water By-law to affect you or your business?" (n=43, Polling and Feedback Forms)



Most (38%) respondents wouldn't be impacted by requirements to follow new standard detail drawings for water meter installations.

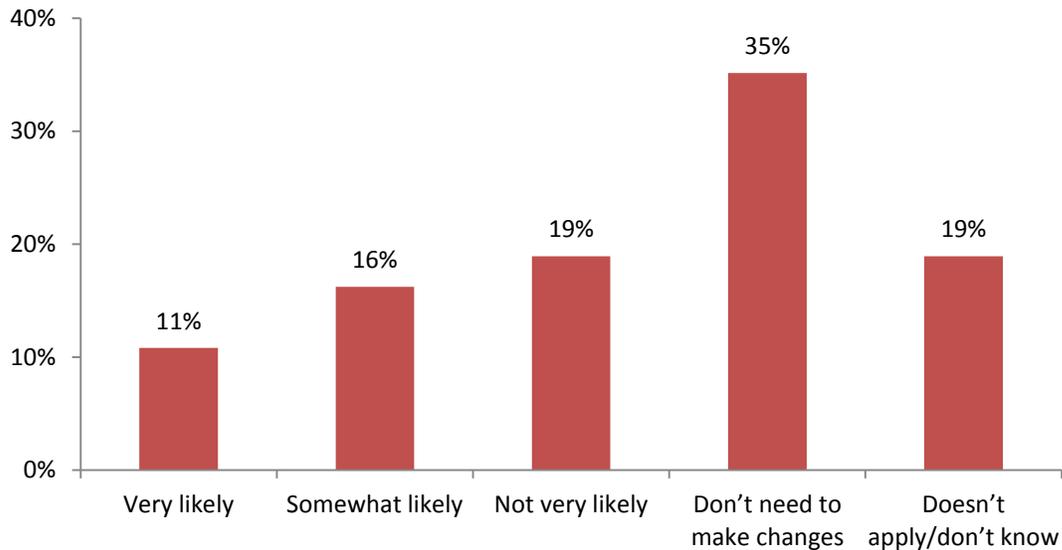
"How much will requiring water meter installations to follow new standard detail drawings impact you/your business?" (n=40, Polling and Feedback Forms)



Need to Make Changes

Most (35%) respondents felt they wouldn't need to make changes as a result of the proposed revisions in the Water By-law.

"Based on the proposed revisions in the Water By-law, how likely are you to make changes to your business?" (n=37, Polling and Feedback Forms)



"If you plan on making changes, what kind of changes do you expect to make?" (Feedback Forms)

- "New water & sewer service."
- "Improve private hydrant metering Revise budgets to comply with bylaw."
- "My understanding is our architects will already be aware!"

Extent of Proposed Changes

A few comments were provided when asked whether something else should be included in the Water By-law. Their responses are below.

“Do you feel that something else should be included in the Water By-law?” (Feedback Forms)

- “Water-bills have to follow occupants like every other type of bill. It's insane that the city just tacks it onto the owners. The city knowingly charges unfair fees to property owners for their own convenience. Besides causing a hassle and frustration to a lot of people, this added cost of business ends up being paid by honest tenants, and cheaters get off for free, actually being taught that they can avoid future fees by cheating. The fact that the city bills quarterly (instead of monthly like other bills) just increases the problem by a factor of 3. Further, landlords often don't even find out money is owing until months after tenants move out. My recommendation is for the city to make account holders solely responsible for their water bill, and to simply shut off water supplies much sooner when bills are unpaid. All landlords feel this way. The fact that the city keeps ignoring this logical advice, which is standard for other utilities, shows that they prefer to act unfairly to business owners simply for their own ease of money collection.”
- “A maintenance of the old "MAINTENANCE OF STREET PORTION" item 30. The Water Works Utility shall maintain that portion of the water service from the street watermain to the property line at no cost to the owner;" The city should remain totally responsible for underground services on city property, once they have been installed. By removing current item 30, you are arbitrarily offloading city costs onto owners, in an unfair manner. The expense of digging up city concrete roads, city planted boulevard trees, city concrete sidewalks between the water-main and the stop-cock (at the property line) is heavily determined by which side of the street the city placed the water main. The longevity of the installation is also determined by city construction activity, and traffic patterns--not to mention tree growth. The damaging effects of frost is made worse by the city's need to remove snow from this area--while on private property it remain as an insulating blanket. ”
- “I don't know if this is something that would be covered by this by-law, but I would love to see some regulations around use of water for outdoor uses. For example, a number of municipalities in Canada have restrictions on when people can use water for watering lawns or washing cars. Even though we are not currently in a place where we have to worry about the availability of water, having restrictions on this type of water use will have a significant impact on how much water we have to bring into the city and treat. It will also reduce the amount of water entering into the sewer system, and therefore will reduce the amount of water that needs to be treated through our waste water treatment

facilities.”

- “I think that in new developments contractors should be looking at using potable water for drinking and washing as well as cooking. We shouldn't have to use potable water for flushing toilets, watering lawns and washing floors.”
- “Looks ok.”

Need for Additional Information

A few respondents provided a response when asked about needing additional information. Their responses are below.

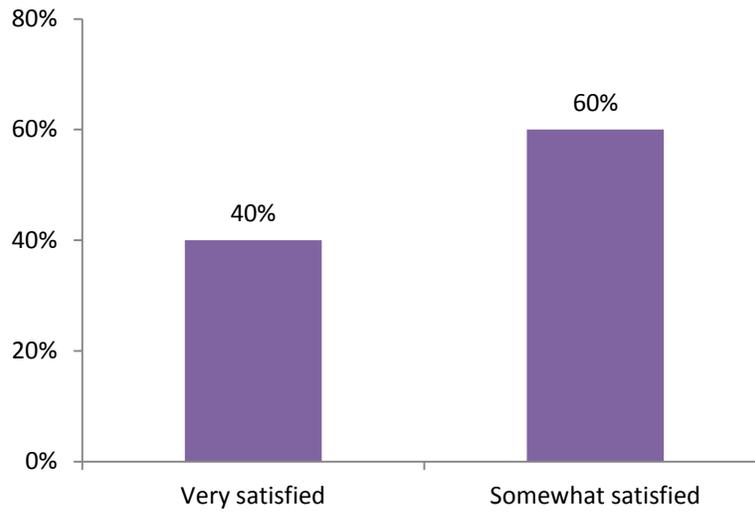
“Is there additional information we should be providing?” (Feedback Forms)

- “More detail on implementation.”
- “Ok for now, collected detail dwgs.”
- “An honest list of what is actually changing. It appears to be another money-grab disguised an opportunity to protecting the public health.”
- “A lot of the comments on the website from the public are from people who are concerned with brown water, frozen pipes, and treatment of our drinking water. These do not appear to be covered under the Water By-law. Are there other by-laws that deal with water? Is there a directory available for the public to find out what by-laws cover various concerns related to our city's water supply?”

Satisfaction with Public Meetings

Respondents were satisfied with the public meetings.

*“Overall, how satisfied are you with this Public Meeting?” (n=5, Feedback Forms)**



**This question was not asked to website respondents.*

Other Comments

Some respondents provided additional comments:

- “I am glad that the city is taking steps to make sure that our drinking water is protected from backflow, and to prevent theft of water.”
- “Thanks for providing an overview of the proposed changes and for answering my questions!”
- “All good!”
- “Well informed.”

APPENDIX A

FEEDBACK FORM



WATER BY-LAW REVIEW FEEDBACK FORM

Name of Company/Organization (optional): _____

1. How informed do you feel about the revisions to the Water By-law?

- Well informed
- Adequately informed
- Not as informed as I would like to be

2. Is there any additional information we should be providing?

3. The new Water By-law further protects public health by enhancing measures to safeguard the City's waterworks system and the high quality of our drinking water. Overall, do you support the changes?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose
- Don't know/Doesn't apply

4. If you plan on making changes, what kind of changes do you expect to make?

5. Do you feel that something else should be included in the Water By-law?

please see over

6. Overall, how satisfied are you with this Public Meeting?

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Please let us know any other comments you have:

Thank you for participating