Municipality of Middlesex Centre
Stormwater Rate Review
January 26, 2016

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Purpose of the Study

BMA Management Consulting Inc. was engaged by the Municipality of Middlesex Centre to undertake a stormwater financial review. The purpose of this report is to provide an overview of the options available for the Municipality of Middlesex Centre to fund its stormwater management program and to make recommendations in the recovery of stormwater management costs based on best practice research. The report also calculates the proposed rates using the 2016 Operating and Capital Budget provided by the Municipality.

Background

Most municipalities, including Middlesex Centre are facing increasing infrastructure backlogs, funding gaps, and increasing financial pressures in infrastructure management. These challenges have been driven by several trends over the last decade, including:

- Aging infrastructure that create large needs for capital replacement, renewal, and rehabilitation;
- Environmental and public health issues, which demand new investments for higher service levels;
- Limited ability to raise funds from property taxes, due to resistance to increases in property taxes;
- Resulting competition for resources (tax revenues), from other municipal responsibilities; and
- More rigorous regulatory and design standards for water, wastewater and storm operations.

The declining infrastructure in many municipalities, highlighted in numerous studies and reports, reflect that stormwater services are significantly underfunded. Historically, in most Ontario municipalities stormwater management has been financed with general revenue from property taxes or water/ wastewater rates, but these methods have proven to be undependable and inadequate as storm must compete against other programs and services for funding. When funded through property taxes or water/wastewater rates, most municipalities lack adequate funds for infrastructure improvements, repairs, maintenance and other stormwater management programs. This is, in fact the case, in Middlesex Centre.

The Asset Management Plan, dated December 2013, estimated the replacement cost of the stormwater system at $53.2 million. A stormwater management program is very capital intensive and projects often take years to complete and cannot be successful without a consistent, dedicated source of revenue on which it can rely.

Evolution of Stormwater Financial Management

As identified in North American research, municipal stormwater management has evolved over time from an urban flood control function, to a resource management, an environmental protection and regulatory function. This has resulted in changes in how stormwater systems are planned, designed, constructed, operated, and financed.

Municipalities are responsible for managing all aspects of stormwater within their jurisdiction; however, they have limited flexibility in generating revenues. There are increasingly new regulations and standards which have substantially increased stormwater management costs, thereby increasing budget pressures. The implementation of capital budgets and the extent/frequency of maintenance activities have become dependent on availability of funds rather than based on need. This has forced municipalities to identify alternative mechanisms to fund sustainable stormwater management programs.

An equitable, stable and dedicated funding source for stormwater management costs is required for sustainability, flexibility and adaptability to respond to issues and legislative changes. The focus of this report is on identifying the most appropriate funding option to support stormwater management in Middlesex Centre.

Funding Options

There are three general approaches used by municipalities to fund Stormwater:

1. Property Taxes
2. Water/Wastewater Rates
3. Separate Utility

The next section of the report describes each approach and the pros and cons associated with each option.

1. Property Taxes – The majority of Ontario municipalities fund stormwater from the assessment base, similar to other tax supported programs and services. One of the challenges with charging through the assessment base is that there is no relationship between the service received and the cost to service the property. Also, stormwater costs must compete against other municipal programs and services for funding. Another challenge is that tax exempt properties do not contribute to the cost of service.

2. Water/Wastewater Rates – Some municipalities, including the Municipality of Middlesex Centre have incorporated stormwater costs into the wastewater budget which are recovered through the wastewater rates. Some of the challenges with the approach include the following:

   - the charge to customers is based on water consumption which has no relationship to stormwater runoff of the property;
   - water/wastewater rates are high in Middlesex Centre and it is getting exceedingly difficult to raise rates, resulting in funding gaps for stormwater management;
   - revenues generated are not sufficient to sustain the operations; and
   - only those with water meters contribute to the cost of service and research consistently suggests that all property owners benefit from stormwater management and therefore should contribute to cost recovery.

3. Separate Utility – The trend experienced across Canada is to move stormwater management to a separate utility. A separate utility funding model for stormwater management is appropriate as follows:

   - Costs are isolated from the municipality's other operations and generally allow a municipality the ability to budget programs and projects based on a realistic and dependable revenue stream and well-planned maintenance schedule and master plan;
   - Dedicated or earmarked funding helps ensure that funds are available when needed;
   - Revenue meets the requirements for the optimum level of service provided;
   - Costs and benefits can be equitably distributed;
   - Consistent with provincial and federal legislation;
   - Applicable for use on a city-wide basis and across all land use types;
   - Appropriate reserve funding levels are maintained; and
   - Reasonable implementation costs (e.g. billing systems and administration).

Analysis of the Funding Options

A stormwater utility rate structure is recommended for the following reasons:

- **Improved Opportunity for Reliable and Secure Funding – Supports Long Range Planning—** Municipalities without stormwater utilities often fund stormwater operations, including needed system maintenance on a piecemeal, or crisis response basis. To meet evolving regulatory requirements and protect the community from storm events that could cause flood damages to persons or property, the municipality must conduct ongoing infrastructure monitoring, operate and maintain these services, and provide for capital replacement programs as required. As such, a dedicated sustainable funding source is required to support Middlesex Centre's stormwater infrastructure and the programs necessary to maintain and replace storm water assets over time. A dedicated utility rate provides a sustainable funding mechanism since a rate segregates funding from the general tax stream or water/wastewater rates into a dedicated enterprise fund, where revenue can only be spent on stormwater management program expenditures.

- **Improved Ability to Identify the Full Cost of Service -** A utility approach provides an opportunity to allow for a more accurate tracking of costs. Under a utility approach, all costs, revenues and activities associated with storm sewers would be consolidated under a single business unit, and placed in a separate fund. This would allow the true cost of providing the service to be determined and managed and it improves financial transparency on the cost of service.

- **Improved Equity – Recover Costs Equitably From Those Who Require Service—**In comparison to funding costs based on assessment or water/wastewater rates, stormwater as a utility provides an opportunity to improve equity since the rates can better be related to each property's impact on the storm sewer costs rather than property value or water consumption. The rates can be structured to reflect the relative amount of stormwater generated by a property.

- **Improved Opportunity for Customer Awareness and Education – Increased Transparency—**By separately charging for stormwater services, there is increased transparency on the cost of service and hence the ability to educate customers on ways to reduce the overall costs.

Benchmarking

There are a number of Ontario municipalities and municipalities across Canada that recover stormwater management costs from a stormwater utility rate. The following provides a summary of the municipalities identified in the research that have a stormwater utility rate.

Municipality	Type of Structure
Town of Aurora	Flat monthly rates (2); residential and non-residential
City of Kitchener	16 flat monthly rates based on size of property and impervious area
City of London	Flat monthly rates for properties under 0.4 hectares; per hectare rate for larger properties
City of Markham	Flat residential monthly rate and cost per CVA for non-residential properties
City of Mississauga	Flat rates based on residential billing unit equivalents
Town of Richmond Hill	Flat monthly rates (2); residential and non-residential
City of St. Thomas	Flat monthly rates for all properties except Industrial which is on a per hectare basis
City of Waterloo	13 flat monthly rates based on size of property and impervious area

In addition, stormwater fees are charged in Regina (SK), Surrey (BC), Langley (BC), Calgary (AB), Winnipeg (MB), Edmonton (AB), Prince George (BC).

Note this is not an exhaustive list of all practices across Canada. Appendix A provides additional details in the municipal benchmarking.

Stormwater Utility Rate Structure Options

While the trend has been to move to a stormwater utility rate model, there is no standard approach used by municipalities to recover costs. For example, some municipalities charge one flat rate or different flat rates by property class, others consider the impervious area of a property, the size of a property and runoff factors. Many factors impact the type of rate structure that is ultimately used by each municipality including the overall principles and administrative challenges. Ultimately, municipalities strive to ensure that rate structures meet legislative requirements, adhere to fairness and equity principles and are administratively manageable.

According to the Water Environment Federation, the most equitable (and costly to administer) methods for stormwater rate structures include impervious area and intensity of development area. Due to the cost and availability of property specific detailed information, municipalities across Canada have also implemented more simplistic approaches including lot size (with no differentiation recognition of impervious area or runoff), or a flat rate structure for properties in various classifications.

While there is an improvement in terms of equity in comparison to using a tax or water/wastewater rate based approach, true equity cannot be achieved without additional administrative costs. Policy decisions must be made to balance equity, additional administrative costs and the availability of detailed property specific information.

There are a number of considerations in establishing the most appropriate rate structure including:

- ***Availability of Information*** – While principles of fairness and equity are critical in the decision-making process, the availability of information to calculate the rates cannot be ignored, particularly as decisions will also need to be made with respect to possible credits and exemptions. The approach undertaken by many municipalities is to work with data that is readily available and to work, over time, to expand the database to include additional detail and parameters that impact stormwater costs.
- ***Cost to Administer*** - If the cost of implementing and maintaining a given rate methodology demands an unreasonably large portion of the stormwater utility's projected revenues, then the approach may be either too complex or the potential stormwater utility's scope of service too small to justify the creation of a self-sustaining utility.
- ***Homogeneity of Properties*** – In municipalities where properties are very homogeneous, there is less need to incorporate additional factors into the calculation. If there are classes of properties that are relatively homogenous, a decision may be made to charge a flat rate rather than one based on a calculated rate for every property.

The following summarizes different rate setting options for stormwater management:

Intensity of Development Method

This method is based on gross area of the property, land use designation and a runoff factor or coefficient (to estimate impervious area on a property). Runoff factors are calculated for each type of property based on land zoning. This approach is arguably the most equitable as it considers a number of factors that impact stormwater costs but is it also the most administratively challenging.

It is necessary to thoroughly evaluate the need for rate calculation data, particularly if this data is not already available. Many factors such as total area, impervious area, slope and runoff coefficients can affect the quantity of stormwater runoff from a particular property. Each of these factors could conceivably be incorporated into the calculation of a rates. In general, as more items of information are considered, the accuracy of service requirement determinations increases.

Data in Middlesex Centre is not readily available to support this option. Further, the costs of implementing and maintaining this type of rate structure and associated account files is administratively and cost prohibitive.

Impervious Area Method

Some municipalities bill customers based on the actual or estimated quantity of runoff generated by the property (impervious area). Due to administrative challenges with respect to charging each property a different rate based on impervious area and land size, many municipalities establish flat rates for all properties within a class (e.g. Residential). While these proxies may not be perfect indicators of each property's impact on the storm sewer systems, it strikes a balance between perfect equity and extra administrative costs. One approach is to calculate the rates in terms of single-family equivalents, or "equivalent residential units" (ERU), which equate runoff from all parcels to the **average** amount from a single-family residential property.

Impervious area data is not readily available in Middlesex Centre and considerable effort would be needed to construct the data records for impervious area calculations.

Lot Size

Another rate structure option is to use the total property area for all assessable properties in the urban area. Lot size calculates the rate based on the total number of hectares. Under this approach, there is no differentiation by the type of property or the imperviousness of the property. Every property pays based on its size.

Because it is impractical to charge every property a rate based on the exact size of the property, rates based on land area are normally designed to fit average conditions for groups of customers having similar service requirements or to establish a threshold upon which variable rates would be charged (e.g. size of property). This structure is considered appropriate for systems:

- Whose overall expenditures are relatively small;
- In cases where an alternative approach would significantly increase overall expenditures; or
- For utilities that are relatively homogenous in their density of development whereby all properties can reasonably be treated as having the same runoff characteristics.

Middlesex Centre has all the attributes to use a rate structure based on lot size. To improve equity, properties can be charged based on their actual lot area, or to reduce administrative costs, a flat per customer charge can be calculated for all properties up to a certain size and an additional charge for properties above the property size threshold. This is the approach recommended in the Municipality of Middlesex Centre and is consistent with the approach undertaken in the City of London.

Who Should Contribute?

All properties use the public drainage systems and therefore receive a benefit from the system. Even properties that are not directly connected to storm sewers benefit through the protection from flooding and receive a service from the municipal operation of an adequate and properly managed drainage system.

Research has consistently identified that any property that is part of the watershed benefits from surface drainage improvement, through improvements of health, comfort, convenience and enhanced property values. A report prepared by the Water Environment Federation called User Funded—Stormwater Utilities states that, *"Stormwater allocation considers the following:*

- *Users are properties that add runoff to a system and/or are served by the provision of stormwater services and facilities;*
- *Beneficiaries are people or properties that gain from stormwater management (are protected, for example, from the effects of flooding and resulting flood damage or benefit from improved water quality); and*
- *Service or user fees are dedicated charges paid by generators of stormwater runoff on the estimated amount of water that leaves their property or in relation to the services and facilities they receive."*

This supports the need for all properties to contribute to the storm drainage charges to maintain and replace the system in a fair and equitable manner.

Notwithstanding the above noted recommendation that all properties should contribute to stormwater management, there are a few suggested exemptions:

- Land is outside of the Urban Growth Boundary whose costs are covered by the Land Drainage Act
- Parcels smaller than 100 square feet
- Conservation authorities, parks and non-commercial sport complexes
- Land is zoned Open Space or Resource Extraction
- Cemeteries

Stormwater Operating and Capital Budgets

The following provides the 2016 Stormwater Operating Budget. As shown below, the major item of expenditure is the contribution to the reserve to support the capital work required to be undertaken. Based on the Operating Budget, the Municipality would need to recover $751,080 from the proposed stormwater rates.

			2016 Budget
Expenditures			
01-4201-5005	Wages	$	14,400
01-4201-5009	Benefits	$	3,900
01-4201-5115	Mileage	$	200
01-4201-5404	Telephone	$	100
01-4201-5408	Consulting	$	22,000
01-4201-5434	Stormwater System Maintenance	$	27,000
01-4201-5612	Transfer to Reserves	$	684,080
Total Expenditures		$	751,680
Revenues			
01-4201-4557	Stormwater Charge	$	(751,080)
01-4201-4563	New Service Connections	$	(600)
Total Revenues		$	(751,680)

The Capital Budget for the next four years has been developed in draft. Note that additional analysis is being undertaken to develop a more comprehensive listing of capital projects. It is anticipated that the capital requirements over the next four years will increase significantly.

EXPENDITURE DETAIL	2016	2017	2018	2019
DELAWARE				
Spring Road Outlet Erosion	$ 125,000			
Wellington/Victoria/Martin		$ 735,000		
KILWORTH			$ 750,000	
KOMOKA			$ 750,000	$ 300,000
TOTAL	**$ 125,000**	**$ 735,000**	**$ 1,500,000**	**$ 300,000**

Stormwater Customers

The analysis undertaken utilized a file provided by Middlesex Centre which included a summary of the properties in the urban area, the property code using the Municipal Property Assessment Corporation classification system and the total hectares associated with each property. Appendix B provides a summary of the customers within the urban boundary. The following table provides a high level summary of the customer base in Middlesex Centre:

Property Classification	Number of properties	Hectare range 0-0.4	Hectare range greater than 0.4	Total Hectares
Vacant Land	278	248	30	100
Farmland	60	14	46	553
Residential	3,441	3,248	193	701
ICI	185	117	68	130
Total	3,964	3,627	337	1,484

- As shown above, there are 3,964 customers in Middlesex Centre within the urban area that should contribute to the recovery of stormwater management costs.
- In total there are 1,484 hectares of land within the customer base.

Recommended Rate Structure

- Based on research undertaken and in accordance with the principles of administrative ease, fairness and equity and homogeneity of properties, it is recommended that a flat rate be established for all residential, farmland and vacant land properties within the urban growth boundary.
- It is further recommended that a threshold be established at 0.4 hectares (1 acre) for ICI properties whereby a flat monthly rate is charged to all properties, consistent with the flat rate for the residential class plus an incremental per hectare rate for hectares exceeding the threshold. This would be calculated, on a property-by-property basis for the 68 ICI properties with land area greater than 0.4 hectares.
- Costs have been allocated based on the total hectares in the urban area. The flat rate is calculated to include all hectares in the residential, farmland and vacant land classification as well as the ICI hectares below the 0.4 hectare threshold. The flat rate includes 94% of the total hectares, with 6% of the costs being allocated to be recovered from the per hectare rates.

2016 Proposed Rate Structure

The proposed rate structure is as follows for 2016:

2016 Rates		
Monthly rate for all customers	$	14.88
For Industrial, Commercial and Institutional Customer with properties larger than 0.4 hectares an additional monthly charge applies		
Monthly ICI Land area above 0.4 hectares per hectare	$	42.18

All customers in the urban area, regardless of the type of customer will pay $14.88 per month ($178.61 per year) for stormwater management services. Industrial, commercial and institutional (ICI) customers will pay $14.88 per month and for all hectares above the threshold, the customer would contribute an additional $42.18 per hectare per month. The following provides an illustration of the calculations for ICI customers.

Appendix A—Municipal Benchmarking

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Town of Aurora

The Town has a flat rate structure for all properties, with a different rate for Residential and Non-Residential Units. This has been in place since 2001 and it recovers the full cost of service. The costs were allocated based on hectares within each class. A residential unit pays $4.78/month and non-residential properties pay $57.36/month for each meter serving the property.

City of Kitchener

The City of Kitchener transferred stormwater funding from property taxes to a user-fee program effective January 1, 2011. Kitchener charges a flat fee based on the property type and size of impervious area, to account for the varying degrees of water runoff generated from properties that use the system. This approach requires detailed information on all properties and an ability to administratively bill the properties based on property type and impervious areas.

Stormwater Classification Code	Basis for Charge	2015 Monthly Charge
Residential Single Detached Small	Detached homes with building footprint* size of 105 m^2 or less	$6.28
Residential Single Detached Medum	Detached homes with building footprint* be-tween 106-236 m^2	$10.48
Residential Single Detached Large	Detached homes with building footprint* size of 237 m^2 or more	$13.77
Residential Townhouse/ Semi-Detached	Per dwelling unit	$7.48
Residential Condominium	Per dwelling unit	$4.18
Multi-Residential duplex	Per building	$8.39
Multi-Residential triplex	Per building	$12.59
Multi-Residential four-plex	Per building	$16.76
Multi-Residential five-plex	Per building	$20.96
Multi-Residential (>5 units)	Per property (according to # of dwelling units)	$2.10
Non-Residential Smallest	26 - 1,051 m^2 of impervious area	$20.05
Non-Residential Small	1,052 - 1,640 m^2 of impervious area	$53.60
Non-Residential Medium-Low	1,641 - 7,676 m^2 of impervious area	$140.44
Non-Residential Medium-High	7,677 - 16,324 m^2 of impervious area	$409.96
Non-Residential Large	16,325 - 39,034 m^2 of impervious area	$993.62
Non-Residential Largest	39,035 m^2 or greater of impervious area	$2,133.07

City of London

In 1996, London, Ontario introduced a storm sewer surcharge to finance the 20-year needs for infrastructure improvements and upgrades to the storm sewer system. The surcharge is a fixed flat rate added to each monthly water bill. The flat rates vary depending on whether the property is less than or greater than 0.4 hectares. Properties with a storm drain servicing the property that are less than 0.4 hectares pay $14.92/month; those without a storm drain pay $11.20/month and properties greater than 0.4 hectares pay $124.19/hectare, reflecting a proportional cost of service based on the size of the property. Properties under 0.4 hectares are deemed to be sufficiently homogeneous to be charged the same rate. This helps to manage the administration of the stormwater program.

The City has recommended against the use of the impervious area or intensity development largely because it is very labour intensive to develop and maintain since it involves aerial photography interpretation and analyzing and digitizing the impervious area boundaries for all properties. Costs however, are allocated above and below the threshold based on the total hectares.

City of Markham

The City of Markham recently implemented a stormwater management plan to achieve Council's goal of providing a consistent levels of service for drainage across the City and to implement ongoing improvements identified in specific study areas. All residential properties in the City pay a Stormwater Fee, including single family homes and residential condominiums as well as all non-residential properties, including businesses and vacant lands.

To achieve an equitable distribution, fees are based on City-wide runoff potential for all residential and non-residential properties (60% residential and 40% non-residential) based on the runoff from these land uses.

The City of Markham charged residential properties $47/residential unit per year in 2015. Commencing in 2016, industrial, commercial and institutional properties will pay $29 per $100,000 of current value assessment. Properties exempt from this charge include properties valued under $100,000 CVA, school boards and City owned properties. The fee is charged on the final property tax bill as a separate line item.

City of Mississauga

The calculation for the stormwater charge is the same for all properties. Stormwater charges are calculated by multiplying the stormwater rate ($100 for 2016) by the number of stormwater billing units assessed for that property. A billing unit (267m^2) represents the average hard surface area on a single detached residential property in Mississauga.

Properties in Mississauga fall into one of the following categories: residential, multi-residential or non-residential. The number of billing units is determined using the best available information including aerial images which are updated annually. For multi-residential and non-residential, the total hard surface area of each property is individually assessed. For residential properties, each house is assigned to one of five tiers based on the rooftop area which is used as a predictor of the total hard surface area on the property. This is illustrated below.

Property Size and Type	Rooftop Area in m^2	Estimated Fees per Year
Freehold townhouses and row houses	26.7 – 99.0	$50
Semi-detached homes, linked homes and small single detached homes	99.1 – 151.0	$70
Medium single detached homes	151.1 – 194.0	$100
Large single detached homes	194.1 – 242.0	$120
Very large single detached homes	241.1 and above	$170

- Rooftops under 26.7 m^2, no charge

Town of Richmond Hill

The Town of Richmond Hill implemented a stormwater Management Rate in 2013. This is a charge that is included on the water bill to provide dedicated funding for stormwater management in Richmond Hill.

In 2015, the Town of Richmond Hill charged residential and farm properties $52.38/year and ICI, multi-residential and condominium properties $152.20/year. This program is being phased in over a 10 year period to move toward full cost recovery.

City of St. Thomas

The City of St. Thomas charges all residential, commercial and institutional properties the same per unit charge on a monthly basis ($7.58/month in 2015) added onto the water/sewer utility bill. Industrial properties pay based on a per hectare rate ($104.74/hectare/month). This was originally established based on estimates for impervious area.

City of Waterloo

The City of Waterloo, similar to the City of Kitchener has implemented a rate structure based on the type of property and the impervious area using proxies or ranges as follows.

Account descriptions	Monthly rate in 2015
Residential	
Small	$4.49
Medium	$6.74
Large	$14.89
Multi-residential	
Small	$12.90
Medium	$54.59
Large	$290.89
Institutional	
Small	$20.91
Medium	$56.51
Large	$115.73
Commercial and industrial	
Small	$17.30
Medium	$80.81
Large	$260.41
Largest	$659.59

The following provides some examples of where Stormwater has moved to a stormwater utility model in other jurisdictions across Canada:

- Calgary, Alberta used a partial user fee is charged on a flat rate basis for all properties at the same rate for all customers for upgrading the storm drainage system.

- Edmonton, Alberta implemented a stormwater utility rate in 2003 which is included on their water/sewer utility bill through EPCOR. There is a base rate for storm sewer utility, which is the same for all customers and is calculated by multiplying the base rate by the property area, a coefficient reflecting the intensity of development and a coefficient reflecting the amount of runoff generated by various property types. The approach is to fund the full cost of service through the utility rate.

- Langley, British Columbia charges flat rates based on the type of property and whether it is developed or undeveloped.

- Prince George, BC undertook a detail analysis of stormwater management utility rates and implemented rates over a period of three years to provide sufficient time for public education. The fees are based on a flat rate by class of property, taking into consideration impervious area.

- Surrey, British Columbia has a drainage utility model that charges a flat rate for most properties in the City. Residential and farm pay the same flat rate and there is also a non-residential flat rate.

- Winnipeg, Manitoba pays for most storm sewer costs through property taxes, however, if there is an existing storm sewer on a property that requires rehabilitation, it is charged directly to the benefiting property owner on a frontage levy.

- Regina, Saskatchewan implemented flat storm utility rates for various ranges of property size. This method does not consider differences with respect to impervious areas or runoffs. All properties are charged based on the size of the property in m^2.

Appendix B—Customer Summary

Appendix B—Customer Summary

PropCode	PropCode Description	Number of properties	Total Hectare
100	Vacant residential land not on water	256	81.97
105	Vacant commercial land	17	7.90
106	Vacant industrial land	5	10.21
112	Multi-residential vacant land	-	-
125	Residential development land	2	31.77
200	Farm property without buildings	12	89.88
201	Farm with residence but no farm buildings	1	0.68
210	Farm without a residence but has outbuildings	2	25.39
211	Farm with a residence and farm outbuildings	18	102.24
224	Tobacco farm	2	76.57
232	Large scale greenhouse operation	-	-
260	Vacant residential land owned by a "non-farmer" with a portion being farmed	14	117.25
261	Land improved with a non-farm residence, with some of the land being farmed	9	108.88
262	Land owned by a farmer improved with a non-farm residence with a portion being farmed	-	-
301	Single family detached	3,394	672.67
302	More than 1 structure used for residential purposes	7	2.72
303	Residence with a commercial unit (e.g. doctor's office, agency)	20	10.69
304	Residence with a commercial / industrial use building	5	2.85
307	Community lifestyle (not a mobile home park) – Typically, a gated community. The site is ty	1	4.12
311	Single family attached	1	0.10
322	Semi-detached with both units under 1 ownership	1	0.79
332	Residential property with 2 self-contained units (typically a duplex)	4	0.59
333	Residential property with 3 self-contained units	1	0.20
340	Multi-residence, more than 6 self-contained units, does not include row housing	5	5.95
350	Row housing, with 3 to 6 units under 1 title	1	0.16
360	Rooming or boarding houses	1	0.11
369	Vacant land condominium (residential - improved) – condo plan registered against the land	21	2.07

Appendix B—Customer Summary

PropCode	PropCode Description	Number of properties	Total Hectare
400	Office buildings	6	1.41
401	Medical / dental building	1	0.12
402	Small Medical/dental building (generally single tenant or owner occupied under 7,500 s.f.)	1	0.69
405	Office use converted from house	2	0.24
410	Retail	22	5.91
411	Restaurant - conventional	1	0.25
420	Automotive fuel station with or without service facilities	5	0.99
421	Specialty automotive shop/auto repair/collision service/car or truck wash	14	3.88
423	Auto dealership - independent dealer or used vehicles	1	1.03
430	Neighbourhood shopping center	5	2.46
432	Banks and similar financial institutions, including credit unions	1	0.11
434	Freestanding supermarket	1	0.16
471	Retail with residential unit(s)	15	2.84
472	Retail with office(s)	2	0.41
489	Pipeline - all other types	1	7.48
496	Properties with communication buildings or communication structures	2	0.27
520	Standard industrial properties not specifically identified by other codes	4	8.18
522	Grain handling (including transfer elevators, terminal elevators, feed mills)	1	1.44
523	Grain handling - Primary elevators (including feed mills)	2	4.08
531	Mini-warehousing	1	0.60
540	Other industrial (all other types not specifically defined)	13	18.07
558	Hydro One Transformer Station	1	0.03
580	Industrial mall (rental only)	3	3.22
590	Sewage / water treatment / waste disposal (treatment or transfer) / incineration plant	4	2.42
591	Sewage treatment/waste pumping/waste disposal	2	3.60
597	Ontario Hydro generating / transformer station	10	10.63
605	School (elementary or secondary, including private)	8	24.01
608	Day care / nursery	1	0.16
625	Nursing homes, all types	1	3.82
701	Church	16	7.48
705	Funeral home	1	0.27
731	Library and literary institutions	1	0.88
735	Assembly hall, community hall	6	7.44
736	Clubs, private and fraternal	2	0.45
805	Post office	3	0.35
810	Fire hall	4	2.62
812	Ambulance base	1	0.18
	Total	3,965	1,483.92