

<insert date>

insert Name here

insert address here

insert city, province, postal code

RE: Address, FIRE LINE#, Size

Dear Customer,

Our records indicate that the above noted property has a private fire service line. The Private Fire Line user fee is a charge that only applies to customers who have one or more private unmetered fire service lines (Fire Line). The fee will now be applied to all future Alectra Utilities water bills for this property and it will show up as a separate line item - "Private Unmetered Fire line". The City of Hamilton's Waterworks By-law R84-026, as amended requires all property owners who have properties serviced by the City's water system to pay current water rates.

A Private Fire Protection system is present if there are sprinklers, private fire hydrants or other fire protection/suppression equipment. The water supplied to the Private Fire Protection system may come from a separate water line that is not required to be metered, dedicated only to the fire protection/suppression system which is simply known as a fire line. Refer to the Frequently Asked Questions attached for more information regarding the private fire line user fee.

Property owners with unmetered private fire lines are reminded of a number of requirements under the City's Waterworks By-law pertaining to fire service lines:

- No person shall use any water from any unmetered private fire protection system which is connected to the City of Hamilton waterworks system, for any purpose other than fire fighting and/or for the maintenance for fire protection system except on written authority from the General Manager of Public Works. If your fire line is providing service for uses other than the aforementioned fire protection purposes, contact our office, as soon as possible, at the number below to have the line metered at the property owner's expense.
- No owner of a property shall fail to keep in good working order and repair, at all times, any private fire protection system.
- No owner of a property shall fail to repair any and all leaks, defects or malfunctions in, of or on a private fire protection system, as soon as possible, after becoming aware of any such leak or defect or malfunction.

In the event that the owner fails or refuses to repair any and all leaks, defects, or malfunctions in, of or on the private fire protection system within reasonable time after becoming aware of

any such leak or defect or malfunction, the owner may be subject to a penalty under the provisions of the Waterworks By-law.

We trust this information is useful and any questions regarding above may be addressed by contacting our office at (905) 546-2489 between 8:30 am and 4:30 pm Monday through Friday.

Sincerely,

Customer Service and Community Outreach
Hamilton Water, Public Works Division