



chapter Q-2, r. 21

Regulation respecting waterworks and sewer services

Environment Quality Act
(chapter Q-2, ss. 31, 34, 46, 115.27 and 115.34)

DIVISION I INTERPRETATION

1. Definitions: In this Regulation, unless the context indicates otherwise,

- (a) “subscriber” means a person who owns or occupies an immovable supplied with water by a waterworks or obtaining a sewer service provided by a sewer system;
- (b) “domestic consumption” means the consumption of water required for cooking and hygiene in a dwelling house;
- (c) “waterworks” means a service or system for the distribution or sale of water having at least 1 subscriber in addition to the operator;
- (d) “sewer service” means a sanitation service or sewer system having at least 1 subscriber in addition to the operator;
- (e) “operator” means a person who operates, administers or controls a waterworks or sewer service;
- (f) “Act” means the Environment Quality Act (chapter Q-2);
- (g) “Minister” means the Minister of Sustainable Development, Environment and Parks.

R.R.Q., 1981, c. Q-2, r. 7, s. 1.

2. Application: Except in the cases provided for in Division VI, this Regulation applies only to waterworks and sewer services operated by a person, including such services situated in a private mobile home development regardless, however, of whether the service is provided for a consideration or gratuitously.

R.R.Q., 1981, c. Q-2, r. 7, s. 2.

DIVISION II CONSTRUCTION OF WATERWORKS AND SEWER EQUIPMENT

3. Compliance: Every construction or installation of waterworks and sewer equipment must comply with the plans and specifications referred to in the authorization issued by the Minister under section 32 of the Act.

R.R.Q., 1981, c. Q-2, r. 7, s. 3; O.C. 668-2013, s. 1.

4. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 4; O.C. 635-2008, s. 26.

5. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 5; O.C. 635-2008, s. 26.

6. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 6; O.C. 635-2008, s. 26.

7. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 7; O.C. 635-2008, s. 26.

8. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 8; O.C. 635-2008, s. 26.

9. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 9; O.C. 635-2008, s. 26.

10. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 10; O.C. 635-2008, s. 26.

11. Plan of system: The operator must draw up and keep a plan of his system, keep it up-to-date and plot thereon guide marks to readily locate underground conduits and valves.

R.R.Q., 1981, c. Q-2, r. 7, s. 11.

12. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 12; O.C. 635-2008, s. 26.

13. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 13; O.C. 635-2008, s. 26.

14. Connection: The connection at the service inlet must be made by the operator, or by the subscriber with the operator's permission but, in all cases, at the subscriber's expense, in accordance with the agreement made by the parties prior thereto. The expenses must represent the actual costs incurred by the operator to make the connection.

R.R.Q., 1981, c. Q-2, r. 7, s. 14.

15. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 15; O.C. 635-2008, s. 26.

16. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 16; O.C. 635-2008, s. 26.

DIVISION III OPERATION OF WATERWORKS SERVICES AND SEWER SERVICES

17. Continuous service: A waterworks or sewer service must always be operated so as to ensure continuous service to subscribers at all times.

R.R.Q., 1981, c. Q-2, r. 7, s. 17.

18. Maintenance: The operator must maintain his waterworks or sewer system and be prepared, at all times, to make emergency repairs and avoid extended interruptions. He must have the material required for such purpose in his possession.

When conduits are obstructed, the operator must eliminate the obstructions without delay.

R.R.Q., 1981, c. Q-2, r. 7, s. 18.

19. Impartial service: The operator shall not favour certain subscribers to the prejudice of others.

R.R.Q., 1981, c. Q-2, r. 7, s. 19.

20. Compulsory inspection: The operator must inspect his waterworks or sewer system each spring after the thaw and every autumn before the first snow.

R.R.Q., 1981, c. Q-2, r. 7, s. 20.

21. Access: Only the operator, his employees or mandataries and the representatives of the Ministère du Développement durable, de l'Environnement et des Parcs shall have right of access to the devices, reservoirs and other installations of a waterworks or sewer service.

R.R.Q., 1981, c. Q-2, r. 7, s. 21.

22. Drying-up: If the source of supply of a waterworks runs dry, becomes contaminated or insufficient to the point of permanently obstructing continuous service, the operator must notify the Minister thereof without delay and inform him of the measures he intends to take to remedy the situation.

The operator must also see that any form of consumption of water referred to in section 32 is prevented and stop any leak in his system as soon as it is discovered.

R.R.Q., 1981, c. Q-2, r. 7, s. 22.

23. Special case: Where the subscriber requests water for purposes other than domestic consumption, the operator may require that the subscriber sign an application for service or a contract which must indicate the date, the name and occupation of the applicant, his address, the nature of his needs and the price and duration of the subscription. The name and address of the operator must also be indicated. A copy of such document must be forwarded to the Minister within 30 days following its signing.

R.R.Q., 1981, c. Q-2, r. 7, s. 23.

24. Right to service: Every operator of a waterworks or sewer service must connect to the operator's system, for domestic consumption, every immovable along or in the immediate vicinity of the system following the request of the owner or the person who occupies or has possession of the immovable.

The Minister may nevertheless order an operator to provide water for purposes other than domestic consumption.

R.R.Q., 1981, c. Q-2, r. 7, s. 24; O.C. 668-2013, s. 2.

25. Protection against fire: Unless he has a special agreement with the subscriber, the operator of a waterworks is not bound to furnish the flow and pressure for protection against fire.

R.R.Q., 1981, c. Q-2, r. 7, s. 25.

26. Renewal: Upon the expiry of the term agreed upon in any verbal or written agreement, the agreement shall automatically be renewed and the service continued, upon the same conditions, unless the subscriber gives written notice not less than 10 days prior to the expiry of the term of his wish to terminate the agreement.

R.R.Q., 1981, c. Q-2, r. 7, s. 26.

27. Pressure: The pressure of the waterworks system must be sufficient to ensure water service at least up to the second storey of any dwelling or building served by the system.

R.R.Q., 1981, c. Q-2, r. 7, s. 27.

28. (Revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 28; O.C. 1160-84, ss. 1 and 2; O.C. 647-2001, s. 52; O.C. 668-2013, s. 3.

29. Interruption of service: Service may be temporarily interrupted when necessary for repair, maintenance or improvement purposes or due to unforeseeable circumstances such as drought or a temporary reduction in the flow of water from the source of supply.

R.R.Q., 1981, c. Q-2, r. 7, s. 29.

30. Reimbursement: If an interruption of service does not exceed 5 consecutive days and the total duration of interruptions does not exceed 20 days over a 1-year period, the operator is not bound to grant a reduction in the subscription fee.

If one of those limits is exceeded, the operator must reimburse the subscriber proportionately to the duration of the interruption.

R.R.Q., 1981, c. Q-2, r. 7, s. 30.

31. Fire: In case of fire, the operator must take all necessary steps to concentrate the flow of water in the system at the required place to fight the fire, if the system is provided with hydrants.

R.R.Q., 1981, c. Q-2, r. 7, s. 31.

32. Suspension of service: The operator may suspend service to a subscriber 10 days after having forwarded him a written notice by registered or certified mail with notice of receipt, if such subscriber:

- (a) fails to pay his subscription;
- (b) uses water in such a way as to affect service in general;
- (c) allows his installations to deteriorate or tolerates any leakage of water;
- (d) (paragraph implicitly revoked);
- (e) uses water for cooling purposes unless his agreement with the operator permits him to do so;
- (f) lets water run in order to prevent freezing in the conduits;
- (g) supplies water to a non-subscriber or facilitates his receiving a sewer service to which he is not entitled;
- (h) neglects or refuses to comply with his agreement with the operator, where applicable;
- (i) neglects or refuses to equip the drinking troughs used for his animals with float valves;
- (j) neglects to notify the operator before undertaking any change in his installations and use thereof likely to affect the service, consumption or price of the subscription;
- (k) uses hose pipes, sprinklers or other similar devices without the permission of the operator;
- (l) installs a pump drawing the water directly from the mains of the waterworks system;
- (m) establishes a connection between a private means of water supply and the piping of his property which is connected to the operator's system;
- (n) neglects or refuses, where meters are installed, to provide the operator with a suitable and easy-to-reach location for the installation of the meter(s);
- (o) interferes in any way with the proper functioning of a meter;
- (p) uses the pressure or flow of a waterworks service as a source of energy;
- (q) breaks or allows a device to deteriorate resulting in a loss of the water provided by a waterworks;
- (r) throws any object in the reservoirs or sources of a waterworks service;
- (s) obstructs or interferes with the valves and their access shafts;
- (t) temporarily or permanently connects his waterworks piping to a conduit or water container if the water is likely to be siphoned into the operator's system.

R.R.Q., 1981, c. Q-2, r. 7, s. 32.

33. Notice: In the case of a subscriber who fails to pay his subscription, the notice prescribed in section 32 must be drafted on Form 1 annexed to this Regulation.

In all other cases, the notice must be given on Form 2 annexed to this Regulation.

R.R.Q., 1981, c. Q-2, r. 7, s. 33.

34. Objections: The notice preceding a suspension of service must state the reason invoked by the operator to justify such suspension.

This notice must in all cases stipulate that the subscriber may submit objections to the Minister in writing before the expiry of 10 days. If he submits objections to the Minister, the subscriber must forward a copy of his letter of objection to the operator and the latter must continue the service for as long as there is no agreement between the parties and no order issued by the Minister.

R.R.Q., 1981, c. Q-2, r. 7, s. 34.

35. Restriction: The operator shall not interrupt or suspend subscriber service except in the cases prescribed in this Regulation.

R.R.Q., 1981, c. Q-2, r. 7, s. 35.

36. Restoration of service: As soon as the cause for the interruption or suspension of service no longer prevails, the operator shall restore service and, if such cause is attributable to the subscriber, the costs shall be charged to the latter.

The operator may claim an amount not exceeding \$10 from a subscriber who requests the restoration of service following a suspension of service under section 32.

R.R.Q., 1981, c. Q-2, r. 7, s. 36.

37. Inspection of subscriber's premises: The operator, his employees or mandataries as well as the representatives of the Ministère du Développement durable, de l'Environnement et des Parcs shall be allowed into the subscriber's premises between 8:00 a.m. and 9:00 p.m. for service requirements.

The employee and the mandatary of the operator must carry identification (sign, card or written document).

R.R.Q., 1981, c. Q-2, r. 7, s. 37.

38. Complaints: Every subscriber may complain to the Minister if he considers that the quality of the service is poor or that the operator does not comply with this Regulation.

The Minister may, however, issue an order to settle the problem in question.

R.R.Q., 1981, c. Q-2, r. 7, s. 38.

DIVISION IV RATES

39. Rates: The effective rates are those filed upon application for the permit referred to section 32.1 of the Act or those fixed by an order issued by the Minister in accordance with the first paragraph of section 34 of the Act.

R.R.Q., 1981, c. Q-2, r. 7, s. 39.

40. Modification or establishment of rates: An operator shall not modify his rates or apply new ones unless he informs the Minister prior thereto and follows the procedures prescribed in sections 41 and 42.

R.R.Q., 1981, c. Q-2, r. 7, s. 40.

41. First stage: The operator must first complete Form 3 annexed to this Regulation and submit it to the Minister.

R.R.Q., 1981, c. Q-2, r. 7, s. 41.

42. Second stage: The operator's intention to modify or establish rates shall be the subject of a public notice in Form 4 annexed to this Regulation, whose publication must be attested by a certificate of the secretary-treasurer or clerk of the municipality(ies) in which the operator's service is located.

This public notice may be replaced by individual notices sent by the operator by registered or certified mail in Form 5 annexed to this Regulation. In such case, the operator shall forward the registration receipts to the Minister.

In all cases, such notices must indicate that every subscriber may object to the operator's plan by writing to the Minister within 10 days from the date of publication or mailing of the notice.

R.R.Q., 1981, c. Q-2, r. 7, s. 42.

43. Criteria: Where the Minister issues an order with respect to the rates, the Minister must take into account the actual capital expenditure and maintenance costs and the fact that it is a public service.

R.R.Q., 1981, c. Q-2, r. 7, s. 43.

44. Uniformity: The rates payable to an operator must be uniform for subscribers in the same class of the same waterworks or sewer service.

R.R.Q., 1981, c. Q-2, r. 7, s. 44.

45. Multiple family occupancy: Where 2 or more families live in the same dwelling and use the same devices for the supply of water or for the sewer service, the operator may demand a full subscription for the first family and a one-half subscription for each additional family.

R.R.Q., 1981, c. Q-2, r. 7, s. 45.

46. Rental for meters: In addition to the subscription rate established in accordance with this Regulation, the operator may charge an annual rental for a meter equal to 10% of the purchase and installation cost of the latter.

R.R.Q., 1981, c. Q-2, r. 7, s. 46.

47. Payment of subscription: Unless agreed upon otherwise between the operator and the subscriber, subscriptions shall be payable in semi-annual or quarterly instalments and may be collected in advance.

R.R.Q., 1981, c. Q-2, r. 7, s. 47.

48. (Obsolete).

R.R.Q., 1981, c. Q-2, r. 7, s. 48.

DIVISION V
MISCELLANEOUS

49. Permit: Every person who applies for a waterworks or sewer system operating permit in accordance with section 32.1 of the Act must submit a written application to the Minister in Forms 6 and 7 annexed to this Regulation, depending on whether it is a waterworks or a sewer system, and provide the information required therein.

The permits referred to in the first paragraph must conform to Forms 8 and 9 annexed to this Regulation depending on whether it is a waterworks or a sewer system.

R.R.Q., 1981, c. Q-2, r. 7, s. 49.

50. Transfer of permit: Where the alienation of a waterworks and sewer system has been authorized by the Minister in accordance with section 32.7 of the Act, the purchaser and the permit holder referred to in section 49 must submit to the Minister an application for the transfer of a permit in Form 10 annexed to this Regulation.

R.R.Q., 1981, c. Q-2, r. 7, s. 50.

51. Report: Every operator must submit to the Ministère du Développement durable, de l'Environnement et des Parcs, prior to 31 January each year, a report on his operations for the preceding year. Such report must be made in Form 11 annexed to this

Regulation.

R.R.Q., 1981, c. Q-2, r. 7, s. 51.

52. Change of address: The operator must notify the Minister within 30 days whenever there is a change in his address or telephone number.

R.R.Q., 1981, c. Q-2, r. 7, s. 52; O.C. 668-2013, s. 4.

DIVISION VI
PROVISIONS APPLICABLE TO WATERWORKS AND SEWER SYSTEMS OPERATED BY A MUNICIPALITY
OUTSIDE ITS TERRITORY

53. General: Subject to the second paragraph of section 34 of the Act, sections 24, 28 and 39 to 51 of this Regulation apply to every system or part of a waterworks or sewer system operated by a municipality outside its territorial limits.

R.R.Q., 1981, c. Q-2, r. 7, s. 53.

54. Permit: Where a municipality applies for the operating permit referred to in section 49 to operate a system or part of a waterworks or sewer system outside its territory, its application must be accompanied by a resolution of the council of the municipality served attesting that the latter has no objection to the operation of a waterworks or sewer system by the applicant municipality on its territory.

R.R.Q., 1981, c. Q-2, r. 7, s. 54.

55. Report: A municipality that operates a waterworks or sewer system under this Division must submit the report prescribed in section 51 on Form 12 annexed to this Regulation.

R.R.Q., 1981, c. Q-2, r. 7, s. 55.

56. (Implicitly revoked).

R.R.Q., 1981, c. Q-2, r. 7, s. 56.

57. Termination of service: A municipality may not cease to operate a waterworks or sewer system outside its territorial limits without informing the Minister thereof in writing at least 30 days prior thereto and without giving reasons such decision.

R.R.Q., 1981, c. Q-2, r. 7, s. 57.

DIVISION VII
MONETARY ADMINISTRATIVE PENALTIES

O.C. 668-2013, s. 5.

58. A monetary administrative penalty of \$250 in the case of a natural person or \$1,000 in other cases may be imposed on any person who fails

- (1) to forward to the Minister a copy of the document referred to in section 23, in the case and within the period provided for in that section;
- (2) to use the forms prescribed by section 33 for preparing the notices referred to in that section;
- (3) to comply with the conditions provided for in section 34 regarding the content of the prior notice;
- (4) to forward to the operator, in accordance with the second paragraph of section 34, a copy of the letter of objections referred to in that section;
- (5) to carry identification as prescribed by the second paragraph of section 37;
- (6) to submit an application for the transfer of a permit on the form prescribed by section 50;
- (7) to submit to the Minister a report of operations in accordance with the frequency provided for and using the form

prescribed by section 51;

(8) to notify the Minister of a change of address or telephone number within the period provided for in section 52;

(9) to submit the report provided for in section 51 on the form prescribed by section 55 in the case provided for in that section.

O.C. 668-2013, s. 5.

59. A monetary administrative penalty of \$350 in the case of a natural person or \$1,500 in other cases may be imposed on any person who

(1) fails to draw up or keep a plan of his or her system, keep it up-to-date or plot on the plan guide marks to readily locate underground conduits and valves in accordance with section 11;

(2) suspends service to a subscriber without having met the prior conditions provided for in section 32.

O.C. 668-2013, s. 5.

60. A monetary administrative penalty of \$500 in the case of a natural person or \$2,500 in other cases may be imposed on any person who fails

(1) to ensure that every construction or installation of waterworks and sewer equipment comply with the plans and specifications referred to in the authorization issued by the Minister in accordance with section 3;

(2) to make a connection according to the conditions provided for in section 14;

(3) to ensure impartial service among subscribers in accordance with section 19;

(4) to prevent any consumption of water in the case provided for in section 22 in accordance with the second paragraph of that section;

(5) to connect a building to the waterworks and sewer system in the case and on the conditions provided for in the first paragraph of section 24;

(6) to continue the service to a subscriber on the same conditions as those provided for in an agreement that is renewed under section 26;

(7) to ensure that the pressure of a waterworks system complies with the standards prescribed by section 27;

(8) to reimburse a subscriber proportionately to the duration of the interruption of service, as a reduction in the subscription fee, in accordance with the second paragraph of section 30;

(9) to comply with the amount that may be claimed in the case provided for in the second paragraph of section 36;

(10) to allow access for the needs of the service to the persons referred to in section 37, in accordance with the first paragraph of that section;

(11) to inform the Minister in writing or to give reasons for the decision when ceasing to operate a waterworks and sewer system in accordance with the conditions provided for in section 57.

The penalty provided for in the first paragraph may also be imposed on any person who

(1) modifies the rates or applies new ones without first informing the Minister or without following the procedures prescribed by sections 41 and 42 in contravention of section 40;

(2) applies, for subscribers referred to in section 44, rates that are not uniform in contravention of section 44;

(3) charges an annual rental for a meter greater than 10% of the purchase and installation cost, in contravention of section 46;

(4) collects the payment of subscriptions without complying with the terms prescribed by section 47 and without an

agreement to that effect.

O.C. 668-2013, s. 5.

61. A monetary administrative penalty of \$750 in the case of a natural person or \$3,500 in other cases may be imposed on any person who fails

- (1) to ensure continuous service to subscribers at all times in accordance with section 17;
- (2) to comply with the conditions provided for in section 18 relating to the maintenance and repair of a waterworks or sewer system;
- (3) to inspect the waterworks or sewer system at the periods provided for in section 20;
- (4) to ensure that only persons referred to in section 21 have access to the devices, reservoirs and other installations of a waterworks or sewer service in accordance with that section;
- (5) to stop any leak in the system as soon as it is discovered, in accordance with the second paragraph of section 22;
- (6) to furnish the flow and pressure for protection against fire where an agreement has been concluded to that effect in accordance with section 25;
- (7) to take all necessary steps in case of fire in accordance with section 31;
- (8) to continue the service, in the case of objections from the subscriber, for as long as there is no agreement between the parties or no order issued by the Minister in accordance with the second paragraph of section 34;
- (9) to restore service as soon as the cause for the interruption or suspension of service no longer prevails, in accordance with the first paragraph of section 36.

The penalty provided for in the first paragraph may also be imposed on any person who suspends or interrupts service to a subscriber where this Regulation does not allow to do so in contravention of section 35.

O.C. 668-2013, s. 5.

62. A monetary administrative penalty of \$2,000 in the case of a natural person or \$10,000 in other cases may be imposed on any person who fails

- (1) to notify the Minister without delay or inform the Minister of the measures the person intends to take to remedy the situation in the cases provided for in the first paragraph of section 22;
- (2) to comply with an order made by the Minister under the second paragraph of section 24 or 38.

O.C. 668-2013, s. 5.

DIVISION VIII PENAL SANCTIONS

O.C. 668-2013, s. 5.

63. Every person who

- (1) contravenes section 23 or 33, the second paragraph of section 37 or section 50, 51, 52 or 55,
- (2) fails to comply with the conditions provided for in section 34 relating to the content of the prior notice,
- (3) fails to forward to the operator, in accordance with the second paragraph of section 34, a copy of the letter of objections referred to therein, commits an offence and is liable, in the case of a natural person, to a fine of \$1,000 to \$100,000 or, in other cases, to a fine of \$3,000 to \$600,000.

O.C. 668-2013, s. 5.

64. Every person who contravenes section 11 or suspends service to a subscriber without having met the conditions provided for in section 32 commits an offence and is liable, in the case of a natural person, to a fine of \$2,000 to \$100,000 or, in other cases, to a fine of \$6,000 to \$600,000.

O.C. 668-2013, s. 5.

65. Every person who contravenes section 3, 14 or 19, the first paragraph of section 24, section 26, 27 or 30, the second paragraph of section 36, the first paragraph of section 37 or section 40, 44, 46, 47 or 57 commits an offence and is liable, in the case of a natural person, to a fine of \$2,500 to \$250,000 or, in other cases, to a fine of \$7,500 to \$1,500,000.

Every person who fails to prevent any consumption of water in the case provided for in section 22, in accordance with the second paragraph of that section, also commits an offence and is liable to the same fines.

O.C. 668-2013, s. 5.

66. Every person who contravenes section 17, 18, 20, 21, 25, 31, 34 or 35 or the first paragraph of section 36 commits an offence and is liable, in the case of a natural person, to a fine of \$4,000 to \$250,000 or, in other cases, to a fine of \$12,000 to \$1,500,000.

Every person who fails to stop any leak in the person's system as soon as it is discovered in accordance with the second paragraph of section 22 also commits an offence and is liable to the same fines.

O.C. 668-2013, s. 5.

67. Every person who, pursuant to this Regulation, makes a declaration, communicates information or files a document that is false or misleading commits an offence and is liable, in the case of a natural person, to a fine of \$5,000 to \$500,000 or, despite article 231 of the Code of Penal Procedure (chapter C-25.1), to a maximum term of imprisonment of 18 months, or to both the fine and imprisonment, or, in other cases, to a fine of \$15,000 to \$3,000,000.

O.C. 668-2013, s. 5.

68. Every person who contravenes the first paragraph of section 22 or fails to comply with an order made by the Minister under the second paragraph of section 24 or 38 commits an offence and is liable, in the case of a natural person, to a fine of \$10,000 to \$1,000,000 or, despite article 231 of the Code of Penal Procedure (chapter C-25.1), to a maximum term of imprisonment of 3 years, or to both the fine and imprisonment, or, in other cases, to a fine of \$30,000 to \$6,000,000.

O.C. 668-2013, s. 5.

69. Every person who contravenes any other requirement imposed by this Regulation also commits an offence and is liable, where no other penalty is provided for by this Division or the Environment Quality Act (chapter Q-2), to a fine of \$1,000 to \$100,000 in the case of a natural person or, in other cases, to a fine of \$3,000 to \$600,000.

O.C. 668-2013, s. 5.

FORM 1

(s. 33)

NOTICE OF SUSPENSION OF SERVICE FOR NON-PAYMENT OF SUBSCRIPTION

To: _____
(name and address of subscriber)

TAKE NOTICE that you owe the amount of \$_____ for water supply (or, as the case may be, sewer service) received from _____ (date) _____ 20_____ to _____ (date) _____ 20_____

If this amount is not paid within 10 days from this notice, service to your immovable may be suspended in accordance with

section 32 of the Regulation respecting waterworks and sewer services (chapter Q-2, r. 21) made under the Environment Quality Act (chapter Q-2).

If you consider that the amount claimed is incorrect or that you do not owe this amount, you may submit objections in writing to the Minister of Sustainable Development, Environment and Parks, before the expiry of the said 10-day period. In such case, you must forward to the undersigned a copy of your letter of objection to the Minister and the service will be maintained until the Minister has rendered a decision on the objections.

Date: _____ 20 _____

(signature of operator of the waterworks or
sewer service or of any person authorized
by the latter for the purposes of these presents)

Name of service:

R.R.Q., 1981, c. Q-2, r. 7, Form 1.

FORM 2

(s. 33)

GENERAL NOTICE OF SUSPENSION OF SERVICE

To: _____

(name and address of subscriber)

TAKE NOTICE that you have _____

(description of constituting complaint actions)

which is prejudicial to our waterworks service (or sewer service, as the case may be).

If this situation still prevails within 10 days from this notice, service to your immovable may be suspended in accordance with section 32 of the Regulation respecting waterworks and sewer services (chapter Q-2, r. 21) made under the Environment Quality Act (chapter Q-2).

If you consider that this notice is without proper grounds, you may submit objections in writing to the Minister of Sustainable Development, Environment and Parks, before the expiry of the said 10-day period. In such case, you must forward to the undersigned a copy of your letter of objection to the Minister and the service will then be maintained until the Minister has rendered a decision on the objections.

Date: _____ 20 _____

(signature of operator of the waterworks or
sewer service or of any person authorized
by the latter for the purposes of these presents)

Name of service:

R.R.Q., 1981, c. Q-2, r. 7, Form 2.

FORM 3

(s. 41)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

RATE ESTABLISHMENT OR MODIFICATION PROPOSAL

In accordance with sections 39 and 40 of the Regulation respecting waterworks and sewer services (chapter Q-2, r. 21) made under the Environment Quality Act (chapter Q-2), the undersigned applicant hereby informs the Minister of Sustainable Development, Environment and Parks that he (it) intends to establish or modify his (its) rates for the service he (it) provides and, for such purpose, submits the following information:

1. Name and address of the person, partnership, association, legal person or company operating the waterworks or sewer service:

Name: _____

Address: _____

2. (a) Nature of partnership, association, legal person or company:

(b) Type of service: waterworks _____ or sewer _____

3. Permit number _____

4. Name of the municipality (ies) served and number of subscribers in each municipality:

Municipality	Designation (city, town, village, parish or township)	Number of subscribers

5. Annual tariffs in force and projected tariffs

(a) Table

Class	Number	Tariffs in force	Projected tariffs	Increase

House				
1st faucet				
Additional faucets				
Bath				
Water-closets				
Hose				
Cooler				
Heating				
Automobile				
Hydrants				
Farmers				
Domestic animals or Stable				
Presbytery and church *				
School *				
Convent *				
College *				
Hotel				
Store				
Commercial or industrial establishments				
Miscellaneous (specify)				
*Immovables followed by an asterisk are not subject to rates in the case where the operator of the system is a municipality.				

N.B. If another tariff method is used, give details on a separate sheet.

(b) Date of collection of subscriptions:

(c) Is the subscription payable in advance?

(d) Is the service provided throughout the year or on a seasonal basis?

6- Details on the actual cost of the system with all its accessories:

A- Supply:

(stream, brook, spring or well)

Actual cost

Spring or well.....

Land and rights of way.....

Catchment: (dam or basin).....

Water intake.....

B- Water treatment:

Filtration.....

Chlorination.....

Building.....

Other means.....

C- Pumping:

Pump.....

Motor.....

Building.....

D- Reservoirs:

.....

.....

E- Canalization:

(Branch pipe conduit and accessories or, in the case of a sewer service, conduit for the disposal of waste water)

.....

.....

.....

F- Distribution:

(Conduits and accessories)

.....

.....

.....

.....

.....

.....

.....

G- Miscellaneous:

(Contingencies, stock and general expenses):

.....

.....

.....

TOTAL REAL COST:

P.S. If the above space is not sufficient, use a separate sheet and attach it to your application.

7- A copy of the financial report submitted to the shareholders or partners at their last annual meeting. In the absence of such report, it will be necessary to provide a statement of the assets and liabilities and complete the table hereunder.

INCOME		EXPENDITURES	
A- Receipts from service:		A- Operation and administration costs (Annex particulars)	
Domestic.....	\$ _____	Maintenance.....	\$ _____
Industrial.....	\$ _____	Repairs.....	\$ _____
Public.....	\$ _____	Administration.....	\$ _____
Special.....	\$ _____	Discounts.....	\$ _____
.....Total	\$ _____	Total	\$ _____
B - Others receipts:		B- Fixed expenses:	
	\$ _____	Depreciation.....	\$ _____
		Interest.....	\$ _____
		Taxes.....	\$ _____
Total:	\$ _____	Total:	\$ _____
C - Additional revenue:		C- Unclassified expenditures:	
	\$ _____		\$ _____
	\$ _____		\$ _____
Total revenue:	\$ _____	Total:	\$ _____
Annual surplus:	\$ _____	Total expenditures:	\$ _____

Date: _____ 20____

Applicant

R.R.Q., 1981, c. Q-2, r. 7, Form 3.

FORM 4

(s. 42)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

PUBLIC NOTICE

TO SUBSCRIBERS of the waterworks service (or of the sewer service) operated by:

TAKE NOTICE that the operator of the abovementioned service has applied to the Minister of Sustainable Development, Environment and Parks for the purpose of informing the Minister that he intends to modify his rates for the water supply (or sewer) service which he provides in a part of

_____ according to the following terms and conditions:

CLASS OF SUBSCRIBER	ANNUAL RATE (s)		
	Current	Projected	Increase

Every interested person who wishes to object to the projected rates must submit his objections in writing to the Minister of Sustainable Development, Environment and Parks, within 10 days following the date of publication of this notice.

Given at _____, this _____ day of _____ 20____

(signature of operator of the waterworks or sewer service or of his authorized representative)

R.R.Q., 1981, c. Q-2, r. 7, Form 4.

FORM 5

(s. 42)

NOTICE OF THE ESTABLISHMENT OR MODIFICATION OF RATES

TAKE NOTICE that the undersigned has informed the Minister of Sustainable Development, Environment and Parks that he intends to modify his (its) rates for the water supply (or sewer) service which he (it) provides in a part of

_____ according to the following terms and conditions:

CLASS OF SUBSCRIBER	ANNUAL RATE (\$)		
	Current	Projected	Increase

If you wish to object to the projected rate, you must submit your objections in writing to the Minister of Sustainable Development, Environment and Parks, within 10 days from the date of mailing of this notice.

Date: _____ 20 _____

(signature of operator of the waterworks or sewer
service or of his authorized representative)

Name of service:

R.R.Q., 1981, c. Q-2, r. 7, Form 5.

FORM 6

(s. 49)

GOUVERNEMENT DU QUÉBEC
MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS
APPLICATION FOR A WATERWORKS SYSTEM OPERATING PERMIT

In accordance with section 32.1 of the Environment Quality Act (chapter Q-2), the undersigned applicant hereby applies for a waterworks system operating permit.

For such purpose, the applicant gives the following information:

1. Name and address of individual, partnership, association, legal person or company applying for the permit:

Name: _____

Address: _____

2. Nature of applicant: individual, partnership, association, legal person or company, (strike off inapplicable designations).

3. Date and place of registration or constitution (in the case of a partnership, association or legal person)

4. Person responsible for administration:

Name: _____

Address: _____

Telephone number: _____

(area code)

5. Person responsible for operation:

Name: _____

Address: _____

Telephone number: _____

(area code)

6. Give the following information on the table hereunder:

(a) name of the municipality (ies) where the service will be provided and their designation as city, town, village, parish, township, etc., name or number of the range(s) to be served;

(b) number of subscribers in each municipality where the service will be provided; (in the case where the system is operated by a municipality, give the total number of the entire system and, separately, the number of subscribers outside the territory of the municipality which operates the system);

(c) number of hydrants in each municipality (where applicable):

Name of municipality and designation	Name or number of range(s)	Number of subscribers	Number of hydrants

7. Total length of the main and secondary conduits, with the exception of inlets or service pipes:

8. Total length of conduits, diameter, nature and year of installation; (in the case where the system is operated by a

municipality, specify which conduits are installed within and which conduits are installed outside the municipal territory):

Length	Diameter	Nature	Year

9. The detailed annual tariffs in each municipality where the service will be provided (in the case where the system is operated by a municipality, give the detailed tariffs which will be in force outside the municipal territory):

Annual tariff for	Name of municipality		Name of municipality		Name of municipality	
	Number	Tariff	Number	Tariff	Number	Tariff
House						
1st faucet						
Additional faucets						
Bath						
Water-closets						
Hose						
Cooler						
Heating						
Automobile						
Hydrants						
Farmers						
Animals or Stables						
Presbytery and church *						
School *						
Convent *						

Hotel						
Store						
Commercial or industrial establishments						
Miscellaneous						
* Immovables followed by an asterisk are not subject to rates in the case where the operator of the system is a municipality.						

N.B. If another tariff method is used, give details on a separate sheet.

10. Average depth of conduits in the ground: _____

11. Nature of soil: _____

12. The waterworks will operate:

by gravity _____

or by pumping (details, where applicable): _____

13. The flow and pressure of each pump in litres per minute or per hour and the power of the motor driving it:

Flow	Pressure	Power

14. Will the water be treated? filtered _____ chlorinated _____
Give a description of the devices _____

15. Supply sources of the waterworks (stream, lake, spring, well, etc.)

(indicate name of the lake or water course, where applicable)

16. If the water comes from a source already measured, indicate the minimum flow noted:

17. Year of inauguration of service:

18. Capacity, dimensions and nature (wood, concrete, steel) of reservoir(s):

Capacity	Dimensions	Nature

19. Will the reservoirs rest on the ground or on a metal or wooden structure?

20. On what date are the subscriptions collected? _____

21. Will the subscription be payable in advance? _____

22. Cost of system with its accessories: _____

23. If water is purchased from another waterworks, give name and address of vendor and purchase price:

Name _____

Address _____

Purchase price: _____

24. Annex the following documents:

(a) A plan or sketch of the waterworks system (in the case of a waterworks system operated by a municipality, indicate which conduits are outside the municipal territory);

(b) A copy of the contract forms used for the various services;

(c) A copy of the by-laws (where applicable);

(d) A copy of the financial report covering the last year of operations. In the absence of such report, it will be necessary to submit a detailed statement of the assets and liabilities together with the receipts and expenditures for the past year;

(e) recent certificate of the water analysis of the supply source(s).

25. Give all additional information on the sheet attached hereto.

Applicant

Date: this _____ 20____

ADDITIONAL INFORMATION TO BE PROVIDED WHERE NECESSARY

R.R.Q., 1981, c. Q-2, r. 7, Form 6.

FORM 7

(s. 49)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

APPLICATION FOR A SEWER SYSTEM OPERATING PERMIT

In accordance with section 32.1 of the Environment Quality Act (chapter Q-2), the undersigned applicant hereby applies for a sewer system operating permit.

For such purpose, the applicant gives the following information:

1. Name and address of individual, partnership, association, legal person or company applying for the permit:

Name _____

Address _____

2. Nature of applicant: individual, partnership, association, legal person or company (strike off inapplicable designations).

3. Date and place of registration or constitution (in the case of a partnership, association or legal person):

4. Person responsible for administration:

Name _____

Address _____

Telephone number _____

(area code)

5. Person responsible for operation:

Name _____

Address _____

Telephone number _____

(area code)

6. Give the following information on the table hereunder:

(a) name of the municipality or municipalities where the service is provided and their designation as city, town, village, parish, township, etc.;

(b) number of subscribers in each municipality where the service is provided; in the case of a system operated by a

municipality, give the total number on the entire system and, separately, the number of subscribers outside the municipal territory;

(c) the detailed tariffs in force in each municipality where the service is provided; in the case of a system operated by a municipality, give the detailed rates in force outside the municipal territory. Indicate in the “Tariff” column of the table hereunder whether it is an annual, semi-annual, quarterly or monthly tariff.

Municipality	Designation	Subscribers	Tariff	
			Item	\$

7. Total length of main and secondary conduits, with the exception of service pipes:

8. Total length of conduits, their diameter, nature and year of installation; in the case of a system operated by a municipality, indicate which conduits are installed within and which conduits are installed outside the municipal territory:

Length	Diameter	Nature	Year

9. Average depth of conduits in the ground:

10. Nature of soil:

11. The sewer will operate:

by gravity

or by pumping

12. The flow of each pump in litres per minute or per hour and the power of the motor driving it:

Flow of pump	Power of motor

13. Will the waste water be treated: _____

14. Description and dimension of the waste water treatment device, where applicable: (septic tank, absorption field, stabilization pond, or other)

15. Date of collection of subscriptions: _____

Will the subscription be payable in advance: _____

16. Cost of sewer system with its accessories: _____

17. If the waste water is discharged into another existing sewer system, indicate the name and address of the owner of that system and give the price and terms and conditions agreed upon for the evacuation or treatment of waste water:

Name: _____

Address: _____

Price: _____

18. Annex the following documents:
- (a) a plan or sketch of the sewer system; in the case of a system operated by a municipality, clearly indicate which conduits are outside the municipal territory;
 - (b) a copy of the contract forms used for the various services;
 - (c) a copy of the by-laws (where applicable);
 - (d) a copy of the financial report covering the last year of operations. In the absence of such report, it will be necessary to submit a detailed statement of the assets and liabilities together with the receipts and expenditures for the past year.

19. Give all additional information on the sheet attached hereto.

Applicant

Date: this _____ 20____

ADDITIONAL INFORMATION TO BE PROVIDED WHERE NECESSARY

R.R.Q., 1981, c. Q-2, r. 7, Form 7.

FORM 8

(s. 49(2))

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS
WATERWORKS SYSTEM OPERATING PERMIT

No. _____

HOLDER: _____

ADDRESS: _____

THE HOLDER IS AUTHORIZED to operate a waterworks service in the municipality (ies) mentioned hereunder:

This permit is subject to every law and regulation governing waterworks services and sewer services.

QUÉBEC, this _____ 20____

Minister of Sustainable Development,
Environment and Parks

R.R.Q., 1981, c. Q-2, r. 7, Form 8.

FORM 9

(s. 49(2))

GOUVERNEMENT DU QUÉBEC
MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS
SEWER SYSTEM OPERATING PERMIT

No. _____

HOLDER: _____

ADDRESS: _____

THE HOLDER IS AUTHORIZED to operate a sewer service in the municipality (ies) mentioned hereunder:

This permit is subject to every law and regulation governing waterworks services and sewer services.

QUÉBEC, this _____ 20____

Minister of Sustainable Development, Environment and Parks

R.R.Q., 1981, c. Q-2, r. 7, Form 9.

FORM 10

(s. 50)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

APPLICATION FOR TRANSFER OF A WATERWORKS OR SEWER PERMIT

The undersigned applicant applies to the Minister of Sustainable Development, Environment and Parks for the transfer to him of the waterworks or sewer permit hereunder described:

1- Name and address of applicant:

Name: _____

Address: _____

2- Nature of applicant partnership, association, legal person or company:

3- Date and place of registration or constitution of applicant:

4- Name and address of person responsible for the administration:

Name: _____

Address: _____

5- Name and address of person responsible for the operation:

Name: _____

Address: _____

6- Name of municipality (ies) served by the waterworks or sewer system (indicate the service) and their designation (city, town, village, parish, township, etc.)

Municipality	Designation	Number of subscribers

7- Name and address of current owner of the waterworks or sewer service:

Name: _____

Address: _____

8- Permit number: _____

9- (If the transaction does not affect the whole service, indicate and give particulars on a separate sheet).

10- Sale price of the service: _____

11- ANNEX A COPY OF THE SALES CONTRACT.

Date: this _____ 20____

Signature of applicant

Permit holder's declaration

I, the undersigned, apply to the Minister of Sustainable Development, Environment and Parks for the transfer of my waterworks or sewer permit numbered _____ to:

Name: _____

Address: _____

Date: this _____ 20____

Current permit holder's signature

Name of waterworks or sewer service

R.R.Q., 1981, c. Q-2, r. 7, Form 10.

FORM 11

(s. 51)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

WATERWORKS SERVICES AND SEWER SERVICES OPERATED BY PERSONS

ANNUAL REPORT FOR THE YEAR ENDING 31 DECEMBER 20____

Note: This report must be forwarded to the Ministère du Développement durable, de l'Environnement et des Parcs, not later than 31 January 20____ Retain a copy for your files. Submit a separate report for each service (waterworks or sewer) where applicable.

Name: _____ Permit No: _____

Address: _____

Municipalities served (clearly define the designation of each municipality):

Type of service: waterworks _____ or sewer _____

Number of subscribers added in 20 ____: _____

Alterations to the system in 20 ____ (Replacement or extension of conduits, purchase of devices, setting up of new supply sources, etc.)

(it this space is not sufficient, use a separate sheet)



ASSETS	
Overall cost of service, including: lands, rights and servitudes, buildings devices, tools, materials and installation costs. (This information is important and must be given as accurately as possible.)	
Cash in hand or in bank (other than reserve fund)	
Accounts receivable	
Reserve fund	
Materials and furnishings in hand	
Miscellaneous	
Total:	
LIABILITIES	
Paid-up capital	
Bonds, mortgages, loans	
Overdrawn bank accounts	
Sinking fund liability	
Miscellaneous (unpaid interest, bills payable, etc.)	
Surplus	
Total:	
REVENUE	
Receipts from subscriptions	
Receipts from assessments in the case of a partnership or syndicate	
Other receipts	
Total:	

EXPENDITURES	
{salaries:	
Administration: {stationery, insurance, heating, postage, lighting, rent, {furniture, etc.	
Maintenance salary and machinery:	
and repair {material:	
{electricity:	
Improvement, extension, {salary and machinery:	
alteration work, {materials:	
new facilities: {miscellaneous:	
Taxes:	
Interest:	
Dividends:	
Miscellaneous:	
Total	

N.B. The waterworks and sewer services which submitted a financial statement to shareholders or users at the last annual meeting must attach a copy thereof to this report.

Date of collection of subscriptions _____

Is the subscription payable in advance? _____

I certify that the answers hereinabove are complete and exact.

Name of person giving
the information _____

(name)

(function)

(address)

Date: this _____ 20 _____

R.R.Q., 1981, c. Q-2, r. 7, Form 11.

FORM 12

(s. 55)

GOUVERNEMENT DU QUÉBEC

MINISTÈRE DU DÉVELOPPEMENT DURABLE, DE L'ENVIRONNEMENT ET DES PARCS

WATERWORKS SERVICES AND SEWER SERVICES OPERATED BY A MUNICIPALITY

SERVING OUTSIDE ITS TERRITORIAL LIMITS

ANNUAL REPORT FOR THE YEAR ENDING 31 DECEMBER 20____

Note: This report must be forwarded to the Ministère du Développement durable, de l'Environnement et des Parcs, not later than 31 January 20____ Retain a copy for your files. Submit a separate report for each service (waterworks or sewer) where applicable.

Name: _____ Permit No: _____

Address: _____

Municipalities served (clearly define the designation of each municipality):

_____ :

Type of service: waterworks _____ or sewer _____

Number of users added on the entire system in 20 ____: _____

Number of users added outside the municipal limits in 20 ____: _____

Total number of users served on the entire system at 31 December 20 ____: _____

Total number of users served outside the municipal limits at 31 December 20 ____: _____

Alterations to the system in 20 ____ (Replacement or extension of conduits, purchase of devices, setting up of new supply sources, etc, both to the system in general as well as to the part outside the municipal limits. Indicate separately the alterations made outside the municipal limits).

(it this space is not sufficient, use a separate sheet)



ASSETS	
Overall cost of service, including: lands, rights and servitudes, buildings devices, tools, materials and installation costs.	
Cash in hand or in bank (other than reserve fund)	
Accounts receivable	
Reserve fund	
Materials and furnishings in hand	
Miscellaneous	
Total:	
LIABILITIES	
Paid-up capital	
Bonds, mortgages, loans	
Overdrawn bank accounts	
Sinking fund liability	
Miscellaneous (unpaid interest, bills payable, etc.)	
Surplus	
Total:	
REVENUE	
Receipts from subscriptions	
Receipts from special taxes which apply to the public service in question	
Other receipts	
Total:	

EXPENDITURES	
{salaries:	
Administration: {stationery, insurance, heating, postage, lighting, rent, {furniture, etc.	
Maintenance salary and machinery:	
and repair: {material:	
{electritcity:	
Improvement, extension, {salary and machinery:	
alteration work, {materials:	
new facilities: {miscellaneous:	
Taxes:	
Interest:	
Dividends:	
Miscellaneous:	

Total

N.B. The municipalities which submitted a financial statement to taxpayers must attach a copy thereof to this report.

Date of collection of subscriptions _____

Is the subscription payable in advance? _____

I certify that the answers hereinabove are complete and exact.

Name of person giving
the information

(name)

(function)

(address)

Date: this _____ 20 _____

R.R.Q., 1981, c. Q-2, r. 7, Form 12.

REFERENCES

- R.R.Q., 1981, c. Q-2, r. 7
- O.C. 1160-84, 1984 G.O. 2, 1820
- O.C. 647-2001, 2001 G.O. 2, 2641
- O.C. 635-2008, 2008 G.O. 2, 2561
- O.C. 688-2013, 2013 G.O. 2, 1775