

# SERVICES

**Cornwall**  
ONTARIO CANADA

[www.choosecornwall.ca](http://www.choosecornwall.ca)



## UTILITIES AND SERVICES

Cornwall is a modern urban municipality, offering full municipal services throughout most of its developed area. The city is also well serviced by a variety of utility companies. This document provides an overview of utilities and services available in Cornwall.

## MUNICIPAL SERVICES

City infrastructure has an approximate replacement value of \$644,000,000 and is regularly maintained with a program of capital improvements each year.

The majority of built properties in the City have access to municipal water and sanitary, storm or combined sewers. The Water Purification and Wastewater Treatment facilities are both operating below capacity, and can accommodate significant industrial, commercial and residential growth.

The City has an ongoing program of asset management and continues to invest in the road, water and sewer networks, extending services as development occurs.

The City of Cornwall is committed to building a greener community. Energy efficiency is just one of a variety of projects and initiatives are being implemented across the community to help achieve this commitment to environmental stewardship.

City staff can provide engineering expertise on a broad spectrum of transportation and infrastructure issues.



### CITY OF CORNWALL INFRASTRUCTURE

Watermains	277 km
Sewers	389 km
Roadway	272 km
Sidewalks	184 km
Bridges/Culverts	25
Traffic Signals	68
Parking Lots	9

*The City of Cornwall maintains a robust network of municipal infrastructure that includes roadways, waterworks and modern facilities.*

## GIS INFORMATION

The City maintains a geographic information system (GIS) office which can provide maps showing exactly where municipal services, such as water and sewer, are currently installed. Maps are available online at [maps.cornwall.ca](http://maps.cornwall.ca), and large custom maps can be produced at varying costs.

## WATER PURIFICATION

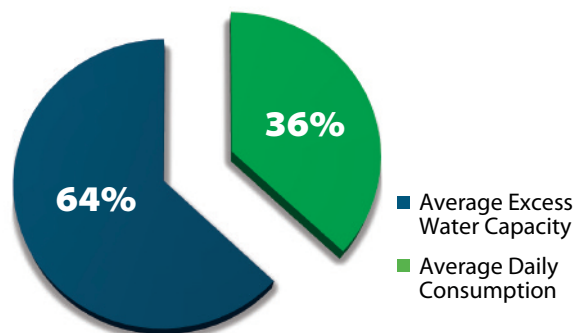
Over 11 million cubic metres of fresh clean water are pumped annually through over 277 kilometres of watermains to efficiently distribute the City's abundant drinking water supply.

Cornwall draws its water from the St. Lawrence River. The water is treated according to standard water purification methods using chemical assisted coagulation for flocculation and sedimentation, water filtration, chlorine and ultraviolet light for disinfection. The water purification plant undergoes rigorous inspections and consistently earns top ratings from the Ministry of the Environment.

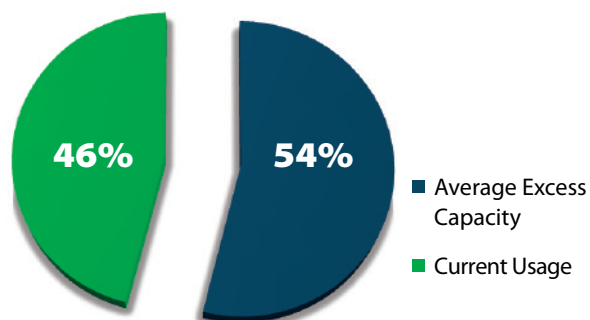
The water purification plant has a maximum daily pumping capacity of 100,000m<sup>3</sup>, easily handling average daily consumption which is only 35,760m<sup>3</sup>. With consumption below capacity, Cornwall is able to accommodate further residential, commercial and even industrial growth.

Water is distributed to the City in watermains varying in diameter from 50 mm to 1200 mm. The Cornwall Business Park is serviced with watermains varying in diameter from 300 mm to 600 mm (24 in).

### CAPACITY OF WATER FILTRATION PLANT



### CAPACITY OF WASTEWATER TREATMENT PLANT



## WASTEWATER TREATMENT

The Wastewater Treatment Plant is designed to service a population of up to 60,000 persons.

The Wastewater Treatment Plant utilizes both primary and secondary treatment systems. A recent \$55.5 million upgrade was completed in 2014 and has resulted in an increase in peak capacity to 149,000 m<sup>3</sup> per day. The plant now provides a higher level of wastewater disinfection through the use of ultraviolet technology and advanced sludge thickening, filtering and screening processes.

Businesses are expected to meet effluent limits established in the City's sewer use by-law. Industry is expected to have sufficient on-site treatment to meet these criteria.

#### WASTEWATER CRITERIA

BOD	300 mg/L
TSS	350 mg/L
T Phos	10 mg/L
TKN	100 mg/L

## CALCULATING WATER AND SEWER BILLS

Residential and small commercial users have non-metered service and pay based on the number of fixtures installed on the property.

Large commercial and industrial businesses pay for water and wastewater services based upon use. Water meters are installed to measure usage. Businesses also pay a modest annual fee based upon the number of installed fixtures. Sewer (wastewater) fees are based on water consumption.

### Annual Water Rates (Industrial)

\$0.4508 per cubic metre of consumption

### Annual Sewer Rate (Industrial)

(1.231) x (Water Charge as calculated above)

## ELECTRICITY

Electrical rates in Cornwall are amongst the most affordable in North America, and can be as much as 10-25% below other Ontario communities.

The electricity needs of Cornwall are served by Cornwall Electric, which also supplies Cornwall Island and some areas in South Stormont and South Glengarry. Areas outside of Cornwall Electric's grid are served by Hydro One.

Cornwall Electric sources its power from Hydro Quebec via the Cedar Rapid Transmission lines, which means that the utility is not on the Ontario Hydro grid. Rates are lower and much simpler to calculate than the rates seen in other parts of the province of Ontario. For example, electrical users in Cornwall do not have to pay a debt retirement surcharge.



### CORNWALL ELECTRIC URBAN GENERAL SERVICE (COMMERCIAL & INDUSTRIAL USERS)

Minimum Monthly Charge	\$9.68
First 250 kWh	\$0.1620 kWh
Next 12,250 kWh	\$0.1323 kWh
Balance of kWh	\$0.0918 kWh
Demand Charge – First 50 kW	No Charge
Balance of kW	\$7.51kW

Cornwall Electric 2016

Urban General Service Rate is available for all purposes in commercial operations, institutions, and manufacturing and processing plants located within Cornwall, using up to 1000 kW.

Voltages available are 120/240 volts single phase, 240 volts 3 phase, 120/208 volts 3 phase 4 wire, and 347/600 volts 3 phase 4 wire.

The power that Cornwall Electric sources is generated by hydro-electricity, making it a green source of energy, resulting in a positive impact on the calculation of carbon tax credits.

Cornwall Electric would be pleased to provide a formal estimate of electrical costs once supplied with detailed consumption figures.

### Cornwall Electric

(613) 932-0123

[www.cornwallelectric.com](http://www.cornwallelectric.com)

## NATURAL GAS

As a clean-burning fossil fuel, natural gas is expected to play an ever more important role in worldwide energy demand. Natural gas is a resource that is readily available in Canada.

Natural gas is supplied through the Trans-Canada Pipeline from Western Canada and distributed in Cornwall by Union Gas. Line size in the city varies from 2 to 8 inches, and line pressure varies according to the size and needs of the customer.

Union Gas rates in Cornwall are comparable to other Ontario municipalities. The table shows the approved rates as of July 2016.

Special Contract (Firm & Interruptible) Service rates are also available. According to volumes used, a customer may be eligible for discounts of between 5% and 20% on the cost of natural gas service.

For detailed information on natural gas services please contact:

**Union Gas Ontario**  
1-888-774-3111

[www.uniongas.com](http://www.uniongas.com)

### UNION GAS COMMERCIAL RATES

Charges	Rates (¢/m <sup>3</sup> )
Gas Used	10.1752
Gas Price Adjustment	-1.7675
Transportation to Union Gas	7.0767
Transportation Price Adjustment	-0.4061
Storage	3.1773
Storage Price Adjustment	0.0000
<b>Delivery Charge</b>	<b>Rates (¢/m<sup>3</sup>)</b>
First 1,000 m <sup>3</sup> per month	7.1977
Next 9,000 m <sup>3</sup> per month	5.8626
Next 20,000 m <sup>3</sup> per month	5.1787
Next 70,000 m <sup>3</sup> per month	4.6839
All Over 100,000 m <sup>3</sup> per month	2.8093
Delivery Price Adjustment	0.5971
Monthly Charge	\$70.00

Union Gas 2016

## LIQUEFIED NATURAL GAS

Liquefied Natural Gas (LNG) is natural gas that has been converted to liquid form by cooling it to -160 degrees Celsius. This process allows more energy to be stored in a smaller volume. It is odorless, colorless, non-toxic and non-corrosive. The use of Liquefied Natural Gas in the trucking industry is seen by many as a key innovation. Not only is LNG cheaper than diesel, it emits fewer greenhouse gas emissions.

Gaz Métro has established a LNG fuelling station in the Cornwall Business Park.

**Gaz Métro**  
(514) 598-3444

[www.gazmetro.com](http://www.gazmetro.com)

## OIL AND PROPANE

Other types of heating fuel are available in Cornwall, including oil and propane. The cost of heating with alternative fuel types in Cornwall is subject to change as per market conditions. Here are list of known providers, many of which offer full service delivery:

Ultramar	(613) 932-5211	<a href="http://www.ultramarcst.ca">www.ultramarcst.ca</a>
Levac Propane	(613) 524-2079	<a href="http://www.propanelevac.ca">www.propanelevac.ca</a>
MacEwen	(613) 933-2090	<a href="http://www.macewen.ca">www.macewen.ca</a>

## WASTE MANAGEMENT

Cornwall has planned well for the present and future management of local residential and industrial waste.

The City of Cornwall operates a weekly curbside garbage collection program and a weekly recycling program along with various special collection events throughout the year. The City also provides garbage and recycling collection to businesses located within the Downtown and Le Village Business Improvement Areas (BIAs). Commercial and industrial enterprises located outside of the BIAs are responsible for their own waste management.

Waste and recycled materials are taken to the City of Cornwall Landfill Site on Cornwall Centre Road. The 29 hectare site is presently handling a flow of approximately 50,000 metric tonnes of waste per year. It is estimated that there is sufficient capacity to handle waste for at least another 20 years.

The Landfill Site is open to the public Monday to Friday from 7:30 am to 4:30 pm and Saturday from 7:30 am to 12:00 pm (with the exception of statutory holidays).

Industries are responsible for their own waste removal. Cornwall is home to several firms which provide industrial waste removal services and/or commercial recycling operations:

Tomlinson	(613) 933-4410	<a href="http://www.tomlinsongroup.com">www.tomlinsongroup.com</a>
GFL Environmental	(613) 932-3671	<a href="http://www.gflenv.com">www.gflenv.com</a>
FCM Recycling	(613) 933-5185	<a href="http://www.fcmrecycling.com">www.fcmrecycling.com</a>
Gerdau Ameristeel	(613) 933-1119	<a href="http://www.gerdau.com">www.gerdau.com</a>
HGC Management Inc.	(613) 936-6072	<a href="http://www.hgcmanagement.ca">www.hgcmanagement.ca</a>



### TIPPING FEES

Regular Waste	\$70/tonne
Asbestos	\$225/tonne
Septage	\$25/tonne
Chipped Wood	(commercial) \$35/tonne

City of Cornwall 2016

## COMMUNICATION INFRASTRUCTURE

Cornwall is well served by a modern and robust digital communications network. This includes a wide range of high-speed internet connection options from a variety of service providers.

Fibre optic and internet services companies looking to connect to Canada's information superhighway now benefit from an expanded and faster "on-ramp" in Cornwall.

A new 10 Gigabyte (GB) Point of Presence has been installed by the Eastern Ontario Regional Network (EORN). This investment increases by tenfold the capacity in Cornwall, improving network availability for consumers and business. In addition, approximately 60 kilometres of additional core fibre has been placed through the Cornwall and SDG area, making available last mile fibre builds and reducing costs and cycle time for customers looking for fibre based services.



Existing internet service providers in Cornwall include:

Bell	(613) 932-1676	<a href="http://www.bell.ca">www.bell.ca</a>
Rogers	(613) 936-2083	<a href="http://www.rogers.com">www.rogers.com</a>
Cogeco	(613) 937-2506	<a href="http://www.tvcogeco.com">www.tvcogeco.com</a>
Ontario East	(613) 538-2100	<a href="http://www.ontarioeast.net">www.ontarioeast.net</a>

## MAIL AND COURIER SERVICES

Canada Post maintains daily postal services Monday through Friday as well as providing a wide range of specialized services to both the Cornwall and local region.

Cornwall is also serviced by national and international courier services.

Canada Post	(613) 932-8553	<a href="http://www.canadapost.ca">www.canadapost.ca</a>
Purolator	(613) 936-6952	<a href="http://www.purolator.com">www.purolator.com</a>
UPS	(613) 933-9696	<a href="http://www.ups.com">www.ups.com</a>
FedEx	(613) 936-6952	<a href="http://www.fedex.com">www.fedex.com</a>



## NEWSPAPERS AND MAGAZINES

Cornwall is well served by various newspaper publications. The *Standard-Freeholder* is published 6 days a week (excluding Sunday), with an average circulation of approximately 14,000. The *Seaway News* is a weekly newspaper with free home delivery and a circulation of approximately 35,000. *Le Journal de Cornwall* offers weekly bilingual news and has a weekly distribution of 2,500 issues. Additionally, The *Cornwall Seeker* and *Sports Energy* are two free publications available at various locations in the city.



Cornwall also has two magazines that are published annually. They include stories on a wide range of subjects regarding living and doing business in Cornwall. The *Cornwall Living* magazine is published by TC Media, and the *Cornwall Tribute* is published by local newspaper Standard-Freeholder.

Standard Freeholder	(613) 933-3160	<a href="http://www.standard-freeholder.com">www.standard-freeholder.com</a>
Seaway News	(613) 933-0014	<a href="http://www.cornwallseawaynews.com">www.cornwallseawaynews.com</a>
Le Journal de Cornwall	(613) 938-1433	<a href="http://www.editionap.ca/the-journal">www.editionap.ca/the-journal</a>
The Cornwall Seeker	(613) 935-3763	<a href="http://www.theseeker.ca">www.theseeker.ca</a>
Sports Energy	(613) 662-3654	<a href="http://www.sportsenergynews.com">www.sportsenergynews.com</a>

## RADIO, CABLE AND SATELLITE TV

There are four FM radio stations (Boom101.9, Fresh 104.5, CHOD 92.1, CKON 97.3) that broadcast locally.

Cable service is available from CogecoTV, which also provides local television programming on Cable 11. Satellite TV service is available from Bell.

CogecoTV	(613) 937-2506	<a href="http://www.tvcogeco.com">www.tvcogeco.com</a>
Bell	(613) 932-1676	<a href="http://www.bell.ca">www.bell.ca</a>





## SUMMARY

Cornwall is a modern urban city offering a wide variety of utilities and services. Service providers have significant investments in their own respective networks in Cornwall, and ongoing demand from residential, commercial and industrial users have dictated an ongoing process of reinvestment and modernization of service delivery.

As such, Cornwall users have access to a robust and affordable range of services that not only meet their current needs, but also those of the future.

## ADDITIONAL ONLINE INFORMATION

The rates and schedules identified in this document are subject to change without notice. Additional information is available from the service providers identified in this document. Related information is also available in other documents available from Cornwall Economic Development.

Information on Cornwall is also available on the following websites:

**[www.ChooseCornwall.ca](http://www.ChooseCornwall.ca)**

Business news, employment opportunities and downloadable maps, reports and articles.

**[www.Cornwall.ca](http://www.Cornwall.ca)**

Information on municipal programs and services.

**[www.ImmigrationCornwall.ca](http://www.ImmigrationCornwall.ca)**

Information of interest to newcomers looking to settle in Cornwall.

## COMMUNITY PROFILE

This document is one of several chapters that form part of the Cornwall Community Profile. The Profile is a comprehensive document that provides detailed information on Cornwall. You can download other chapters of the Profile at [www.ChooseCornwall.ca](http://www.ChooseCornwall.ca)

