

What Does a Cubic Metre of Water Look Like?

Water consumption is based on the number of cubic metres (m³) of water used per billing cycle. For houses, a billing cycle is every two months.

The average family of four uses about one m³ of water per day, for all indoor water use (see below). This can increase significantly in summer due to outdoor water use.

Simple steps to reduce water use include:

- Check for and repair leaky pipes.
- Use toilets that flush with an average of 4.8 litres of water or less.
- Install 7.6 litre/minute showerheads
- Install water efficient front-load washing machines.
- Ensure irrigation system is running properly.

1 m³ (1,000 litres)

| | |
|-----------------|-----|
| Toilets: | 27% |
| Clothes washer: | 22% |
| Showers: | 17% |
| Faucets: | 16% |
| Leaks: | 14% |
| Baths: | 2% |
| Other: | 2% |

(source: AWAREF, 1999)



Halton Region

Dial 311 or 905-825-6000
 1-866-4HALTON (1-866-442-5866)
 TTY 905-827-9833
www.halton.ca



Notice to Halton Water Ratepayers 2011 Water Rates

Water and wastewater rates have increased by 4.1 per cent from 2010. The new rates will apply to water consumed on and after January 27, 2011.

Note: Property owners are responsible for any billed charges for their property, including tenants' use.

If your bill was estimated or zero, please read your meter and call your local hydro office to report the actual usage.

Inquiries

For further information concerning the **rate structure and policy**, contact Halton Region by dialing 311 or 905-825-6000, 1-866-442-5866, TTY 905-827-9833 or accesshalton@halton.ca.

For information concerning **water readings, billings and payments**, please contact your local hydro billing office:

| | |
|------------------------------|--------------|
| Burlington Hydro Inc. | 905-332-1851 |
| Halton Hills Hydro Inc. | 519-853-3701 |
| Milton Hydro | 905-876-4611 |
| Oakville Hydro | 905-825-9400 |



2011 WATER RATES

Effective January 27, 2011

(Charges below are in monthly terms)

FIXED SERVICE CHARGE BASED ON WATER METER SIZE*

| Meter Size | Residential (\$) | Commercial/Industrial (\$) |
|---------------------------------|------------------|----------------------------|
| 20 mm or smaller (3/4" or less) | 21.78 | 21.78 |
| 25 mm (1") | 37.92 | 70.30 |
| 40 mm (1-1/2") | 67.41 | 115.45 |
| 50 mm (2") | 157.04 | 252.50 |
| 75 mm (3") | 285.99 | 450.11 |
| 100 mm (4") | 495.22 | 769.68 |
| 150 mm (6") | 1,270.65 | 1,955.72 |
| 200 mm(8") | 2,046.06 | 3,141.95 |
| 250 mm (10") | 2,520.13 | 3,925.41 |

* the size of your meter is identified on your bill

USAGE CHARGES PER CUBIC METRE

| Consumption Blocks | Residential (\$) | Commercial/Industrial (\$) |
|--------------------------------------|------------------|----------------------------|
| From To | | |
| 0 m ³ 25 m ³ | 1.7898 | 1.7898 |
| 26 m ³ 45 m ³ | 1.9212 | 1.9212 |
| 46 m ³ 60 m ³ | 2.0724 | 2.0724 |
| 61 m ³ 460 m ³ | 1.0567 | 1.9856 |
| Greater than 460 m ³ | 86.09¢ | 1.7898 |

(Water only rates can be found on the Region's website www.halton.ca).

Keep in mind:

The water meter is the sole evidence of water supplied to the property, (By-law 131-10). If Halton Region deems the meter defective, consumption will be estimated.

If you are not being billed for water and wastewater services you are using, please contact Halton Region at 905-825-6000, ext. 7015. You can be charged retroactively for any charges previously not billed.

How to Calculate Your Bill

Your bill is calculated by adding your monthly fixed service charge to your usage charge. Most residential customers are billed bi-monthly.

For example, fixed charge based on a meter size of 20 mm and water usage of 50 m³ over two months:

| | | |
|-----------------------|------------------------------|--------------|
| Fixed Service Charge: | \$21.78 x 2 months | \$43.56 |
| Usage Charge: | 50 m ³ x \$1.7898 | <u>89.49</u> |

Total bill **\$133.05**

Notes regarding consumption charges:

- If your usage exceeds a consumption block (refer to chart), the charge is progressive:
 - e.g., 35 m³ of usage will be charged as 25 m³ at the \$1.7898 rate and 10 m³ at the \$1.9212 rate
- Multi-unit residential premises are billed on an average consumption per unit basis.

Charges to Turn Water Off or On

Contact Halton Region to turn water service off or on. A charge of **\$148.97*** applies (\$253.59* after regular business hours). You will be charged twice (i.e. \$297.94*) if turn-on and turn-off are required on separate dates.

Note that water service is billed even if hydro is disconnected. To terminate service contact Halton Region.

Halton Region Emergency Service

Halton Region provides an emergency service, **24 hours a day, seven days a week**, to deal with blocked sanitary sewer pipes, called laterals.

There is no charge for clearing a lateral blockage on the municipal side of the property line, unless it is caused by materials originating from the building drain/sewer. However, if the blockage is on the private side of the property line, a charge of **\$306.50*** applies.

*Charges exclude applicable taxes