

# 2019 Durham Region Water Supply & Sanitary Sewer User Rates Budget & Service Highlights



Water and sewer costs are funded through user rates, not property taxes



All customers are metered



Safe clean drinking water and reliable sanitary sewer services

**Average Annual Residential Increase**

**1.8% =**

**\$1.42/ month**

**or**

**\$17/ year**

based on average water use of 221 cubic metres per year.

## 2019 Water Supply Budget

**\$181.9 million**

**\$67.2 million**



**\$114.7 million**

**Operations**

**Capital / Debt Charges**

- Watermain replacement
- Water supply plant upgrades
- Water pumping stations

### Highlights

**Water Supply Operating Budget: \$67.2 million**



Plant Operations 29%



Engineering & Staff Support 11%



Facilities & Depots 18%



Water Connections, Valves, Hydrants and Meters 23%



Asset Management 8%



Other 11%

**Water Supply Capital Budget: \$114.7 million**



## 2019 Sanitary Sewer Budget

**\$183.3 million**

**\$75.7 million**



**\$107.6 million**

**Operations**

**Capital / Debt Charges**

- Sanitary sewer replacement
- Water pollution control plant upgrades
- New trunk sewers for future growth

### Highlights

**Sanitary Sewer Operating Budget: \$75.7 million**



Plant Operations 45%



Engineering & Staff Support 9%



Facilities & Depots 14%



Sewer Connections, Cleaning, Repairs and Maintenance Holes 12%



Asset Management 11%



Other 9%

**Sanitary Sewer Capital Budget: \$107.6 million**



# Understanding your water supply and sanitary sewer bill

The water and sanitary sewer bill consists of two main components:



User rate charges that vary with consumption.

Service charges are fixed charges based on the size of the water meter.

**A household in Durham pays:**

**Water**

**\$1.11/cubic metre**

**Sewer**

**\$1.81/cubic metre**

THE REGIONAL MUNICIPALITY OF DURHAM UTILITY FINANCE 605 ROSSLAND RD E PO BOX 720 WILBY ON L1N 0B1 TELEPHONE INFORMATION - SEE REVERSE FOR YOUR AREA		WATER AND SANITARY SEWER BILL RETAIN THIS PORTION FOR YOUR RECORDS SEE REVERSE FOR FURTHER BILLING AND PAYMENT INFORMATION	
PERIOD BILLED FROM TO		SERVICE ADDRESS	
ACCOUNT NUMBER			
PLEASE QUOTE THIS NUMBER WHEN INQUIRING			
CURRENT WATER METER READING		DESCRIPTION	
PREVIOUS WATER METER READING		AMOUNT	
CONSUMPTION Typical Quarterly Average(55m <sup>3</sup> )		Water Consumption \$61.16	
WATER METER SIZE		Water Service Charge \$56.04	
UNMETERED FIRE LINE SIZE		Total Water Charges \$117.20	
		Sanitary Sewer Usage Charge \$99.33	
		Sanitary Sewer Service Charge \$21.24	
		Total Sewer Charges \$120.57	
		AMOUNT DUE NOW \$237.77	
		2% LATE PAYMENT CHARGE EFFECTIVE AFTER	
		AMOUNT DUE AFTER DATE SHOWN	

All Water Supply and Sanitary Sewer customers, residential and non-residential, are metered. This means that your bill is calculated on actual water usage, as recorded on your meter. Bills are comprised of charges based on user consumption and fixed service charges (including fire protection capacity in the water system).

## Water Meter Reading Program

Durham Region's Water Meter Reading Program asks residential customers to read the water meters for three of the four billings in a year. Your consumption is based on the reading that you report. Prior to sending out a bill, a Customer Meter Reading Card is mailed to you. Follow these steps to report the reading:



**Read**

the water meter



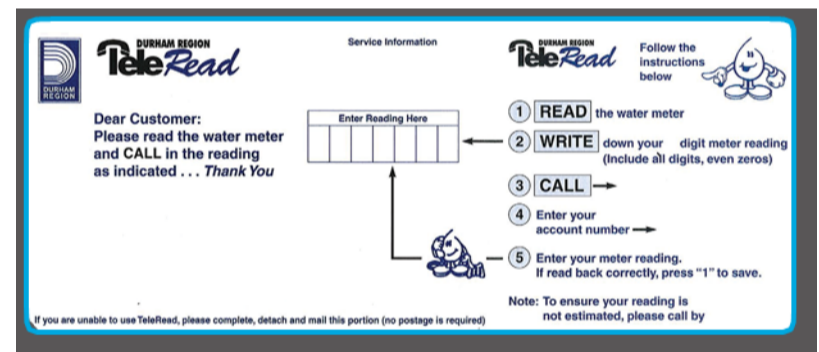
**Write**

the reading on your meter card



**Call**

the number indicated on your card and follow the entry instructions



If your reading is not received, your bill will be estimated based on your past consumption pattern. While this estimate is based on your previous actual usage, it is important that you submit the actual meter reading in order to avoid a high future bill and provide an early indicator of leaks.

## Water consumption charges cover...

- ✓ Operating water supply plants
- ✓ Maintaining the water distribution system
- ✓ Maintaining and repairing aging facilities

## Sanitary sewer usage charges cover...

- ✓ Operating water pollution control plants
- ✓ Maintaining the sanitary sewer collection system
- ✓ Maintaining and repairing aging facilities



# Water supply and sanitary sewer facts

## Durham Region operates and maintains:

**173,455**  
water meters

**69**  
pumping stations

**15,774**  
fire hydrants

More than **2,489** kilometres of watermains and **2,155** kilometres of sanitary sewers

**14** water supply systems and **11** wastewater treatment plants



**Water Bottle**  
\$2

### Bottle vs. Tap

A typical 500 millilitre bottle of water costs, on average, \$2 from a vending machine. Municipal water from a tap in Durham Region is delivered at only a fraction of that price.



**Tap**  
<1¢

### Average Household Water Usage

An average household in Durham uses approximately 221 cubic metres (221,000 litres) of water per year.



For tips on conserving water in and around your home, please visit [durham.ca/waterefficiency](http://durham.ca/waterefficiency).

**Below average** annual water and sewer rates among comparable municipalities.



**\$935**  
Durham average



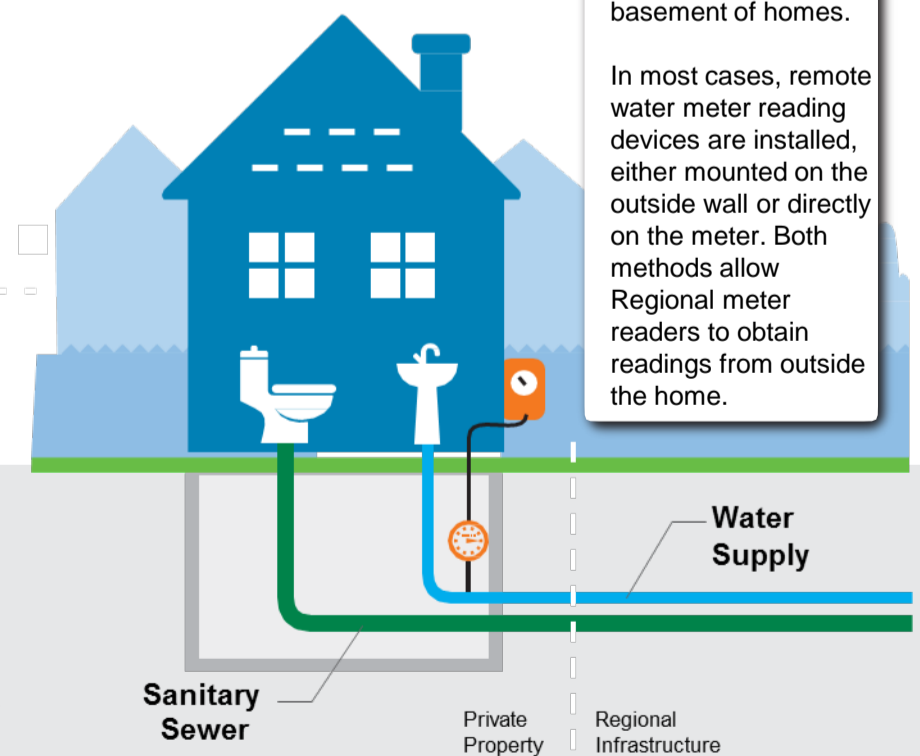
**\$968**  
Comparable municipality average

**5<sup>th</sup>**  
lowest rate compared to Greater Toronto Area and neighbouring municipalities

### The Region of Durham Water and sanitary sewer systems

Residential water meters are normally located in the basement of homes.

In most cases, remote water meter reading devices are installed, either mounted on the outside wall or directly on the meter. Both methods allow Regional meter readers to obtain readings from outside the home.



**99.6%**  
compliance with drinking water standards



**Providing safe water supply** and reliable sanitary sewer services is the top priority when it comes to managing Durham's assets.

# Watching for leaks can reduce your bill.

**Toilet**

A continual leak from a hole 5 millimetres (mm) in size can waste 2,700 m<sup>3</sup> or around \$7,900 per quarterly bill

**Faucet**

A continual leak from a hole 1 mm in size can waste almost 100 m<sup>3</sup> or around \$300 per quarterly bill

**Major Leak**

A continual leak from a 7 mm hole can waste 5,300 m<sup>3</sup> or around \$15,400 per quarterly bill

**Check the leak detector (low flow indicator) on the meter. It should only turn when water is being used.**

Test for leaks in your toilet tank. Order your free dye test strips by calling the Region of Durham Works Department Technical Support at 1-800-372-1102 extension 3488.

## Customer service for water and sewer billing

If you have questions about meter reading, billing and payment of water and sewer services, contact us:  
 Finance Department Utility Finance • 605 Rossland Road East • PO Box 623 • Whitby, Ontario L1N6A3  
 Phone: 905-666-6211 or 1-800-465-6611 • Email: [waterbilling@durham.ca](mailto:waterbilling@durham.ca)



Extension of payment date program for those over age 60.



Pre-authorized payment program.



Special water meter reading assistance program.



Protect yourself from unauthorized sales people.

Durham Region staff and representatives always:

- Carry photo ID.
- Show you their ID.



**If you have questions about water shut-offs, leaky watermains, fire hydrants, water meters, manhole covers, basement flooding or blocked sewer connections, contact us:**

**Ajax Depot**

2020 Salem Road  
 Ajax, Ontario L1S 4S7  
 Phone: 905-683-1471  
 Fax: 905-686-9840

**Scugog Depot**

Regional Road #21 & #23  
 Port Perry, Ontario L9L 1B5  
 Phone: 905-985-7170  
 Fax: 905-985-4581

**Oshawa/Whitby Depot**

825 Conlin Road  
 Whitby, Ontario L1N 6A3  
 Phone: 905-655-3344  
 Fax: 905-655-4067

**Orono Depot**

Regional Road #4 & #17  
 Orono, Ontario L0B 1M0  
 Phone: 905-983-5116  
 Fax: 905-983-9071

**Sunderland Depot**

Regional Road #10  
 Sunderland, Ontario L0C 1H0  
 Phone: 705-357-3140  
 Fax: 705-357-1460

**If you require this information in an accessible format, or you require additional information, please contact the Region of Durham Finance Department at: 905-668-7711 or 1-800-372-1102 ext. 2304.**