

2018 DURHAM REGION WATER SUPPLY & SANITARY SEWERAGE USER RATES BUDGET & SERVICE HIGHLIGHTS

- ✓ Water & sewer costs are not paid by property tax
- ✓ All customers are metered
- ✓ Safe clean drinking water & reliable sanitary sewerage services

The Region's water supply and sanitary sewerage budgets and user rates are reviewed annually and approved by Regional Council in December, prior to implementation of approved user rates on January 1st.

ANNUAL INCREASE
Average water and sewer residential bill increase is

\$3
Month

OR

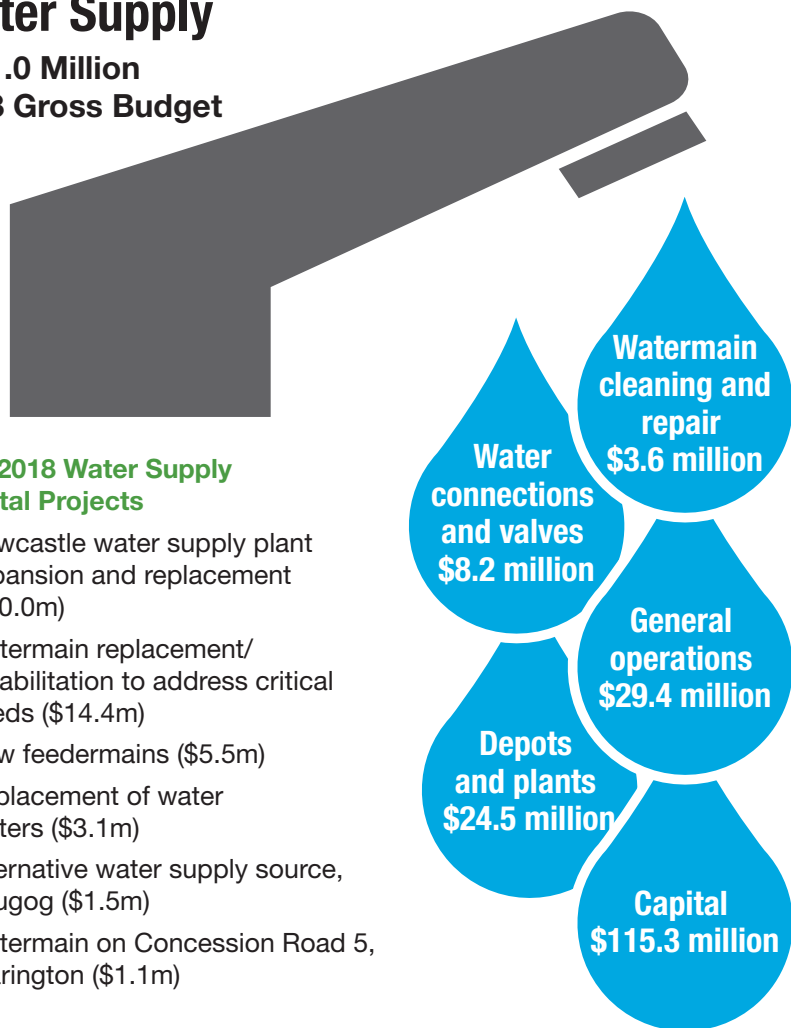
\$36
Year

based on average water use of 224 cubic metres per year.

User Rates fund the majority of the water supply and sanitary sewerage budgeted costs. The balance of funding is from growth-related Development Charge revenue, reserves, debt financing, fees and service charges.

Water Supply

\$181.0 Million
2018 Gross Budget



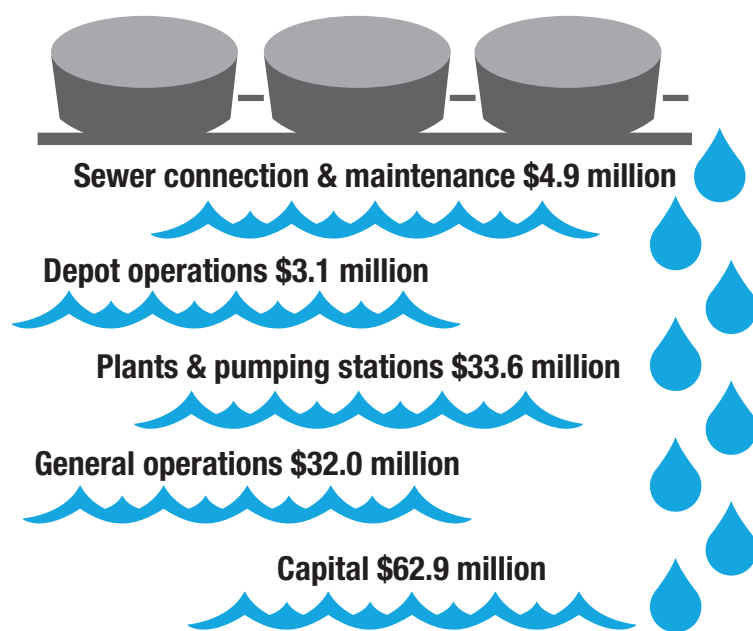
Key 2018 Water Supply Capital Projects

- Newcastle water supply plant expansion and replacement (\$40.0m)
- Watermain replacement/rehabilitation to address critical needs (\$14.4m)
- New feeder mains (\$5.5m)
- Replacement of water meters (\$3.1m)
- Alternative water supply source, Scugog (\$1.5m)
- Watermain on Concession Road 5, Clarington (\$1.1m)

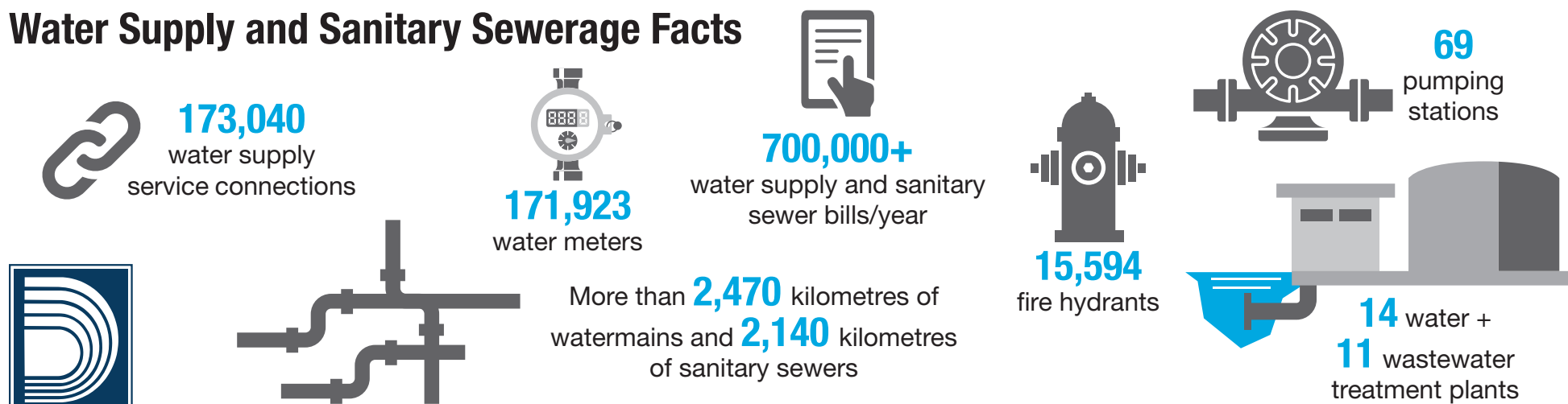
Sanitary Sewerage \$136.5 Million 2018 Gross Budget

Key 2018 Sanitary Sewerage Capital Projects

- Harmony Creek Water Pollution Control Plant (WPCP) Phase 3 upgrades, Oshawa (\$3.0m)
- Sanitary sewer replacement to address critical needs (\$7.8m)
- Duffin Creek WPCP Sludge Blending Tanks Remediation (\$3.0m)
- New trunk sanitary sewers (\$2.6m)
- Twinning of forcemain from Liverpool Sanitary Sewage Pumping Station (SSPS) to the Duffin Creek WPCP, Pickering (\$6.5m)
- Port Newcastle SSPS and Forcemain (\$1.3m)



Water Supply and Sanitary Sewerage Facts



Your Water Supply and Sanitary Sewer Bill

The Water and Sanitary Sewer Bill consists of two main components:



User Rate Charges which vary with consumption



Service Charges which are fixed charges based on the size of the water meter. (Residential water meters are mainly of a standard size.)

THE REGIONAL MUNICIPALITY OF DURHAM
UTILITY FINANCE
605 ROSSLAND RD E
PO BOX 720
WHITBY 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
ACCOUNT NUMBER	
▲ PLEASE QUOTE THIS NUMBER WHEN INQUIRING	
CURRENT WATER METER READING	
PREVIOUS WATER METER READING Typical Quarterly Average (56 cubic metres)	
CONSUMPTION	
WATER METER SIZE	
UNMETERED FIRE LINE SIZE	

SERVICE ADDRESS	
Average Residential Customer	
DESCRIPTION	AMOUNT
Water Consumption	\$61.60
Water Service Charge	\$55.44
Total Water Charges	\$117.04
Sanitary Sewer Usage Charge	\$98.56
Sanitary Sewer Service Charge	\$20.70
Total Sewer Charges	\$119.26
AMOUNT DUE NOW	\$236.30
2% LATE PAYMENT CHARGE EFFECTIVE AFTER AMOUNT DUE AFTER DATE SHOWN	

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

Water Meter Reading Program

Durham Region's Water Meter Reading Program asks most residential customers to read the water meters for 3 of the 4 billings in a year. Your consumption is based on the reading that you report and is billed accordingly. 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

Dear Customer: Please read the water meter and CALL in the reading as indicated... Thank You

1 **READ** the water meter

2 **WRITE** down your digit meter reading (Include all digits, even zeros)

3 **CALL**

4 Enter your account number

5 Enter your meter reading. If read back correctly, press "1" to save.

Note: To ensure your reading is not estimated, please call by

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 make sure the correct amounts are billed.

About the Regional Water Supply and Sanitary Sewerage System



Water and Sewer Assets are valued at

\$8.5 billion



Infrastructure needs are **addressed annually** in financial & business planning and budgets



Providing safe water supply and protection of the water environment are top priorities when it comes to managing Durham's assets



Majority of Durham Region's Water and Sewer infrastructure is in **Very Good or Good Condition**

Durham's Water Supply and Sanitary Sewer User Rates

Below average

Annual Water and Sewer Rates among comparable municipalities



\$908
Durham
Average

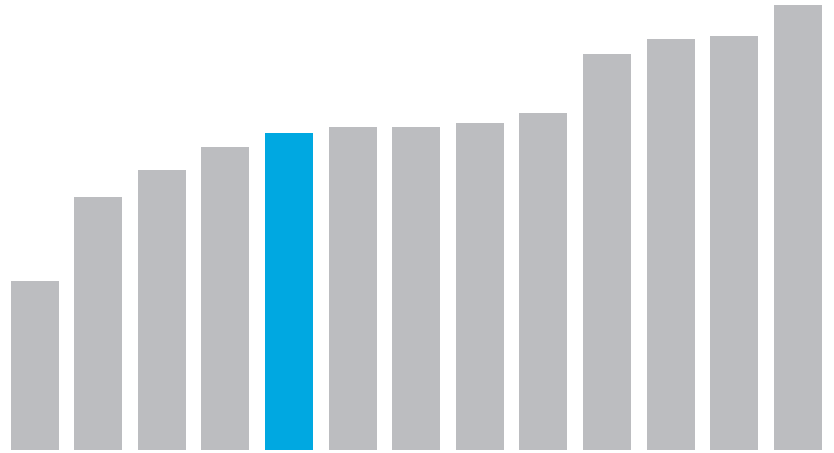


\$949
Comparable
Municipality
Average

5th

lowest when
compared to
GTA and
neighbouring
municipalities

At **\$908**, the Region of Durham's Annual Water and Sewer charges are below the average of **\$949** among comparable large municipalities across Ontario



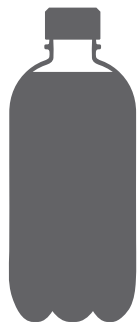
A Litre of Tap Water Costs less than a cent, compared to:



\$2.21
1.5 litre of
water



\$1.50
small coffee



\$1.98
2 litre soda

By continuing to participate in water efficiency programs, residents can help extend the life of water and sanitary sewerage systems and ensure effective operations, while helping the environment.

Visit Durham.ca/WaterConservation for more ideas.



Choosing **TAP WATER** over bottled water is also **GOOD FOR THE ENVIRONMENT.**

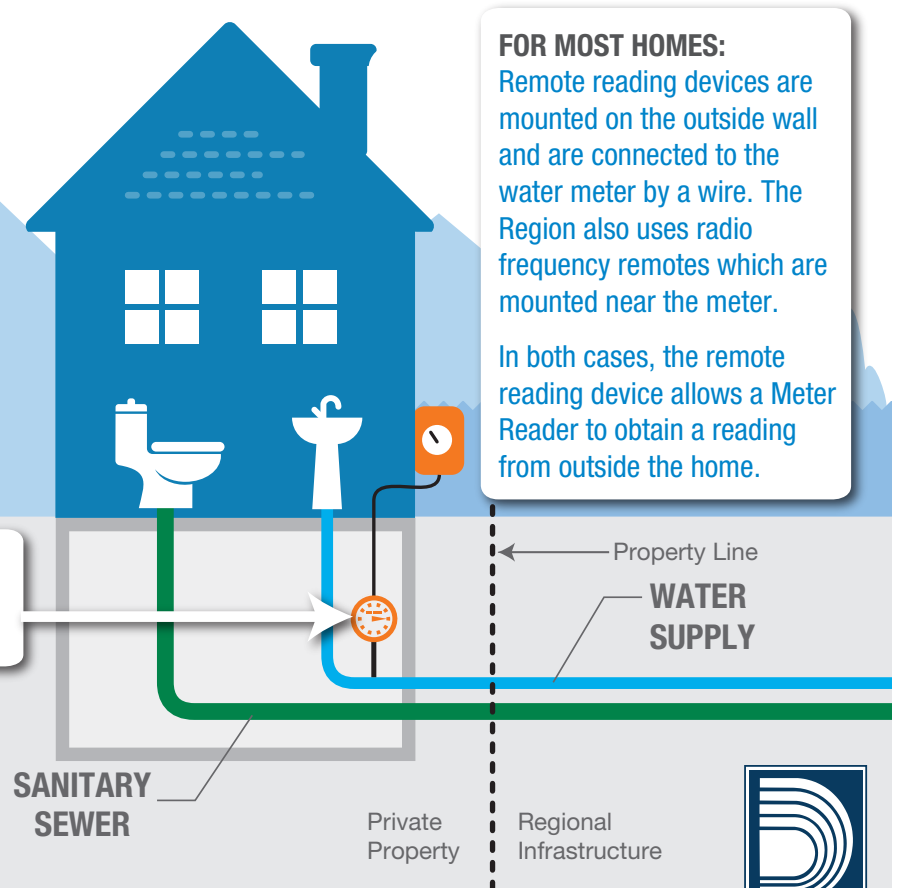
By choosing a reusable glass or plastic container filled with tap water instead of commercial bottled water, you're helping the environment by saving natural resources.

THE REGION OF DURHAM WATER AND SANITARY SEWERAGE SYSTEMS

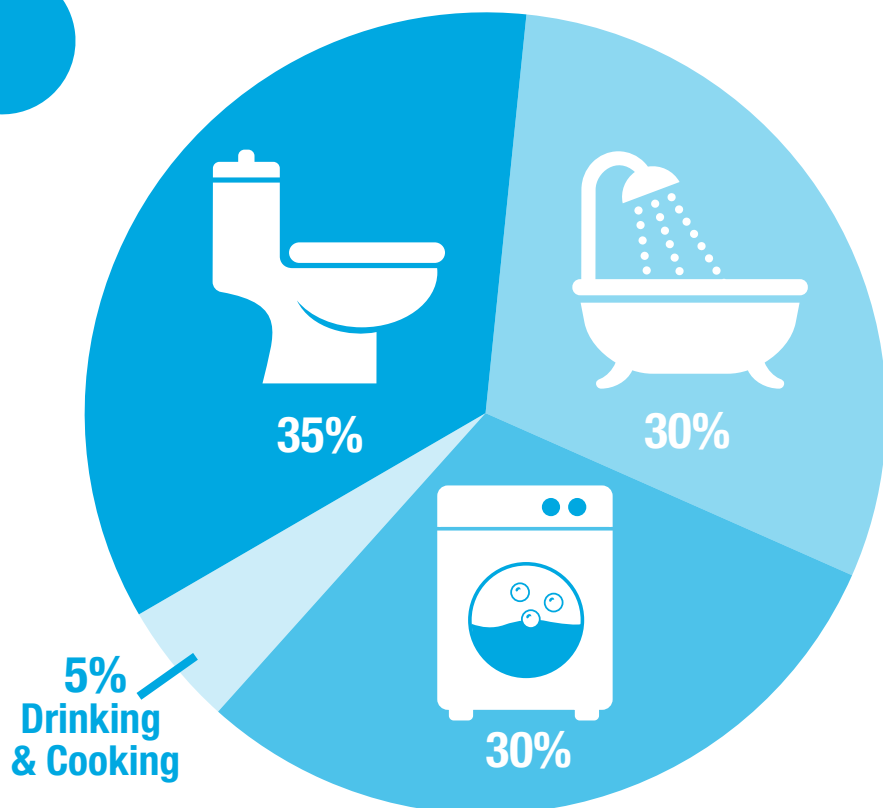
Water Meter Replacement

- Residential water meters are replaced every 20 years.
- The replacement has no extra charge to residents.
- If the water meter needs to be replaced, you will be notified by the Region or through the Region's contractor, Neptune Technology Group. **Proper identification will be shown at all times.**

The water meter is normally located in the basement of homes.



Watch for LEAKS They cost YOU money.



Average Household Water Usage

An average household in Durham uses approximately 224 cubic metres (224,000 litres) of water a year.



Check the leak detector (low flow indicator) on the water meter. It should not be turning when water is not being used. If it is turning and no water is being used - contact a plumber as there is a water leak.

A video series providing tips for conserving water in and around your home is now available on the Region's website at Durham.ca/WaterEfficiency. The series includes 11 videos providing water conservation tips for outdoor activities, such as gardening, lawn watering, lawn maintenance, and other common outdoor chores, as well as giving water saving advice for inside the home in the bathroom, kitchen and laundry room.

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

Customer Service for Water & Sewer Billing

Inquiries related to meter reading, billing and payment of water and sewer services:
Finance Department Utility Finance 605 Rossland Road East • PO Box 720 • Whitby, ON L1N 6A3
Phone: 905-666-6211 or 1-800-465-6611 • Email: WaterBilling@durham.ca



Extension of payment date program for seniors 60+



Pre-authorized payment program



Water meter reading assistance program



Protect yourself from unauthorized sales people

Durham Region staff and representatives always:

- carry Photo ID
- show you their ID

Inquiries related to water shut-offs, leaky watermains, fire hydrants, water meters, manhole covers, basement flooding or blocked sewer connections:



Ajax Depot

2020 Salem Rd.
Ajax, ON L1S 4S7
Phone: 905-683-1471
Fax: 905-686-9840

Scugog Depot

Regional Rd. #21 & #23
Port Perry ON L9L 1B5
Phone: 905-985-7170
Fax: 905-985-4581

Oshawa/Whitby Depot

825 Conlin Rd.
Whitby, ON L1N 6A3
Phone: 905-655-3344
Fax: 905-655-4067

Orono Depot

Regional Rd. #4 & #17
Orono, ON L0B 1M0
Phone: 905-983-5116
Fax: 905-983-9071

Sunderland Depot

Regional Rd. #10
Sunderland ON L0C 1H0
Phone: 705-357-3140
Fax: 705-357-1460

If this information is required 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