

DURHAM REGION WATER SUPPLY & SANITARY SEWERAGE USER RATES - Budget & Service Highlights



Water & Sewer Costs Are Not Paid by Property Tax



All Customers are Metered



User Pay System

Total Water Supply Budget

2016 Gross Water Supply Budget \$112.8 million

The majority of funding for the water supply budget comes from user revenue. The balance comes from growth-related Development Charge revenue, reserves, fees & service charges.

The Average Water and Sewer Residential Bill Increase is **\$3.60/month** (\$43/year)
(Based on average water use of 235 m³/year)



Water Supply \$1.90/month (\$23/year)

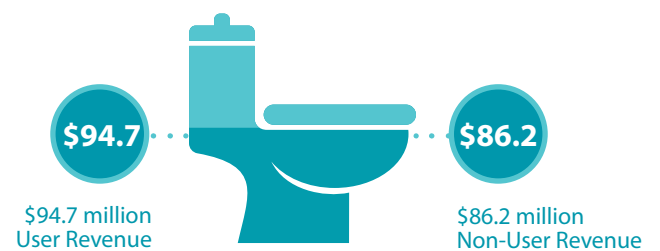


Sanitary Sewerage \$1.70/month (\$20/year)

Total Sanitary Sewerage Budget

2016 Gross Sanitary Sewer Budget \$180.9 million

The majority of funding for the sanitary sewer budget comes from user revenue. The balance comes from growth-related Development Charge revenue, reserves, fees & service charges, developer contributions and debenture financing.

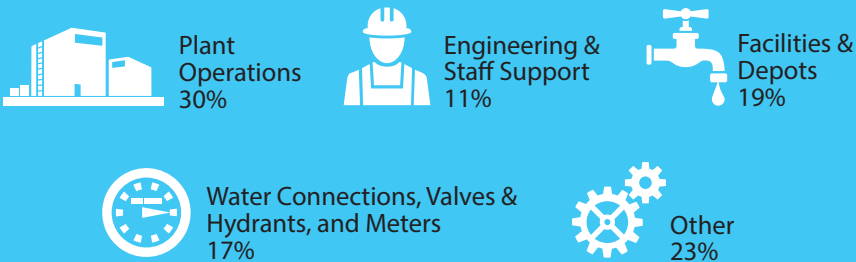


Highlights

Water Supply Operating Budget

Gross Budget: \$63.4 million

97% (\$61.4 million) funded from user revenue for the water supply system operations, including water supply plants, water storage facilities and water pumping stations. These funds also provide for the maintenance of water meters, fire hydrants and watermains.



Water Supply Capital Budget

Gross budget: \$49.4 million

69% (\$34.3 million) funded from user revenue
31% (\$15.1 million) comes from Development Charge revenue and reserves

Major Water Supply Capital Projects:

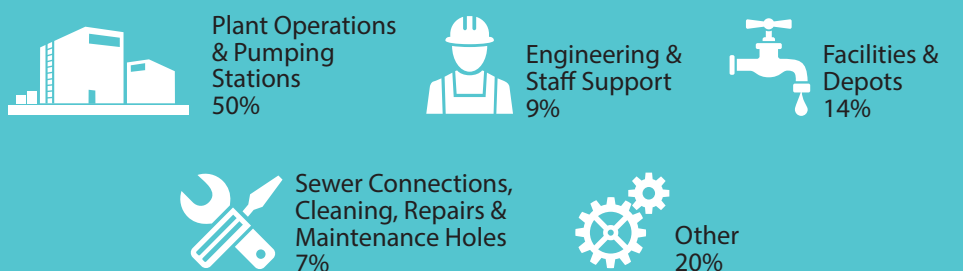
- Replacement of polybutylene service connections, \$14.5 million
- Replacement of deficient watermains, \$9.8 million; and water meters, \$3.1 million
- New feeder mains to service future development, \$9.3 million
- Upgrades to the Bowmanville Water Supply Plant, \$2.7 million

Highlights

Sanitary Sewer Operating Budget

Gross Budget: \$67.4 million

92% (\$61.9 million) funded from user revenue for the sanitary sewerage system operations, including the maintenance and repair of sanitary sewage pumping stations, water pollution control plants and sanitary sewers.



Sanitary Sewerage Capital Budget (including debt)

Gross Budget: \$113.5 million

29% (\$32.8 million) funded from user revenue
71% (\$80.7 million) comes from Development Charge revenue, reserves, developer contributions and debenture financing

Major Sanitary Sewerage Capital Projects:

- Replacement of deficient sanitary sewers, \$5.4 million
- New trunk sewer and pumping station to service West Whitby, \$40.0 million
- New Courtice Trunk Sanitary Sewer to service Oshawa and Clarington, \$26.1 million
- New trunk sewers to service future development, \$4.8 million
- Upgrades to the Harmony Creek Water Pollution Control Plant, \$3.4 million

YOUR WATER & SANITARY SEWER BILL

The Region's water and sanitary sewer budgets and user rates are reviewed annually and approved by Regional Council in December, prior to a January 1st implementation of approved user rates. Providing safe water supply and reliable sanitary sewage services is the top priority when it comes to managing Durham's assets. By continuing to participate in water efficiency programs, residents can help extend the life of water and sanitary sewerage systems and ensure effective operations.

Typical Residential Quarterly Billing (59 m³ used)

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



User Rate Charges which vary with consumption



Service Charges which include fire protection capacity and meter maintenance in the water system and maintenance of service connections to customers' premises in the sanitary sewer system.

THE REGIONAL MUNICIPALITY OF DURHAM		WATER AND SANITARY SEWER BILL	
<small>UTILITY FINANCE 605 ROSSLAND RD E PO BOX 720 WHITBY ON L1N 0B1 TELEPHONE INFORMATION - SEE REVERSE FOR YOUR AREA</small>		<small>RETAIN THIS PORTION FOR YOUR RECORDS SEE REVERSE FOR FURTHER BILLING AND PAYMENT INFORMATION</small>	
PERIOD BILLED FROM: _____ TO: _____		SERVICE ADDRESS	
ACCOUNT NUMBER			
<small>PLEASE QUOTE THIS NUMBER WHEN INQUIRING</small> CURRENT WATER METER READING			
PREVIOUS WATER METER READING			
CONSUMPTION			
Typical Quarterly Average (59m ³)			
WATER METER SIZE			
UNMETERED FIRE LINE SIZE			
		DESCRIPTION	AMOUNT
		Water Consumption	\$58.82
		Water Service Charge	\$50.25
		Total Water Charges	\$109.07
		Sanitary Sewer Usage Charge	\$98.77
		Sanitary Sewer Service Charge	\$19.68
		Total Sewer Charges	\$118.45
		AMOUNT DUE NOW	\$227.52
		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 (e.g. fire protection capacity in the system).

Read The Meter



READ
the water meter



WRITE
the reading on your meter card



CALL
the number indicated on your card

DURHAM REGION
TeleRead

Enter Reading Here

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Water Meter Replacement

- Residential water meters are replaced every 20 years (approx.)
- If the meter needs to be replaced, you will be notified by the Region or through the Region's contractor Neptune Technology Group
- The replacement has no installation charge to residents

Durham Region's Water Meter Reading Program asks customers to read the water meters for 3 of the 4 billings in a year. Prior to sending out a bill, a Customer Meter Reading Card is mailed to you and asks that you read and report the meter reading by calling the automated TeleRead system. We base your consumption on the reading that you report.

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.

REGION OF DURHAM WATER SUPPLY & SANITARY SEWERAGE FACTS

Facts

- 170,000 Customers
- 8 local municipalities
- More than 2,400 kilometres of water mains and 2,000 kilometres of sanitary sewers in large urban areas in southern Durham Region and small urban areas in northern Durham Region
- Water and Sewer Assets are valued at \$8.2 billion
- Majority of Durham Region's Water and Sewer infrastructure is in Very Good or Good condition
- All infrastructure needs are addressed annually in current business plans and budgets



Water Bottle
\$2

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: less than one cent per litre.



Tap
<1¢

Average Household Water Usage

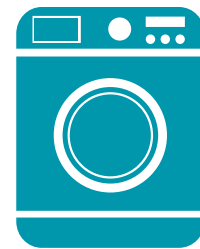
An average household in Durham uses approximately 235 cubic metres (235,000 litres) of water a year.



Toilets
35%



Showers & Baths
35%



Laundry
25%



Drinking & Cooking
5%

The Region of Durham Water and Sanitary Sewer Systems

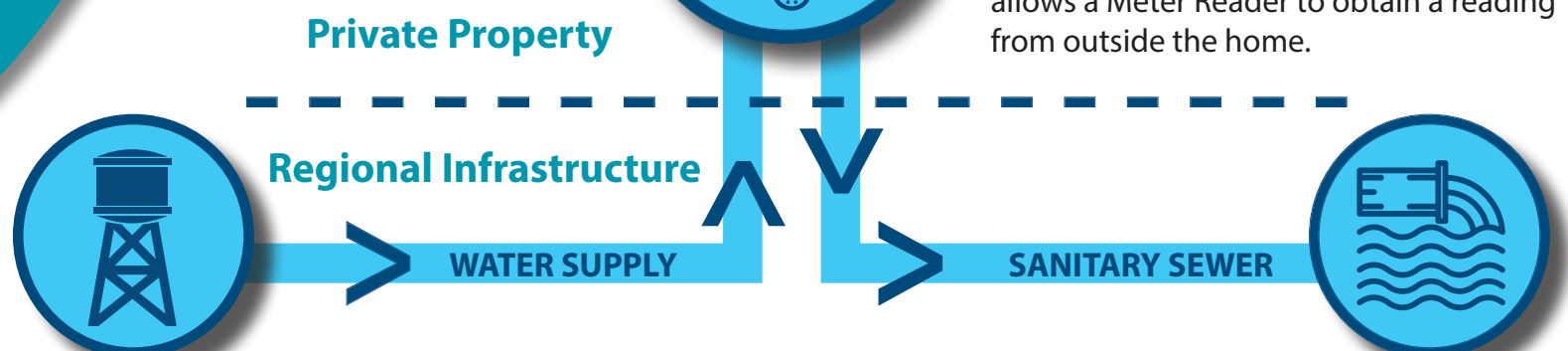
The water meter is normally located in the basement of homes.

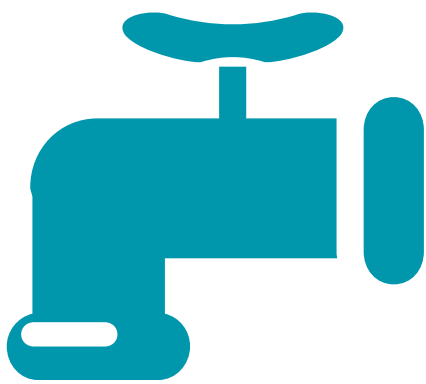


For some homes: Remote reading devices are mounted on the outside wall and are connected to the meter by a wire.

The Region also uses radio frequency remotes which are mounted near the meter.

In both cases, the remote reading device allows a Meter Reader to obtain a reading from outside the home.





REGION OF DURHAM

Save Water **SAVE MONEY**

If you have a continual leak...

1 millimetre in size can waste almost

440 M³
(96,800 gal)
or around

\$1,100
per year

3 millimetres in size can waste almost

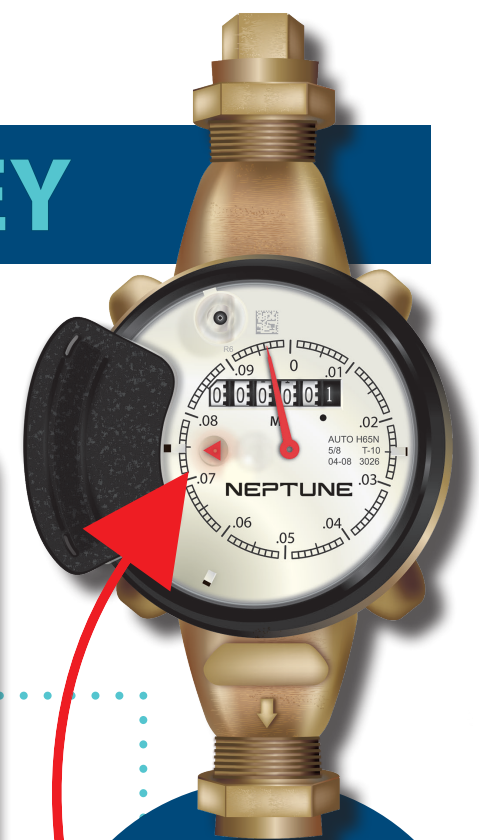
4,000 M³
(880,000 gal)
or around

\$10,000
per year

5 millimetres in size can waste almost

11,000 M³
(2,420,000 gal)
or around

\$29,000
per year



Check the leak detector (low flow indicator) on the meter. It should not be turning when no water is being used.

A faulty toilet is the most common culprit of undetected leaks and can cause water and sanitary sewer bills in excess of \$1,000. Visit www.durham.ca/waterbilling to find tips on how to identify potential plumbing problems.

Watch for Leaks

You may not be able to hear a water leak



Leaky Taps
be sure to replace worn washers



Outside Taps
turn them off completely after use and if you are going to be away for an extended period of time, turn off the taps from inside your home



Underground Leaks
in lawn sprinkler system. Check for excessive wet areas of your lawn

Water & Sanitary Sewer Customer Services



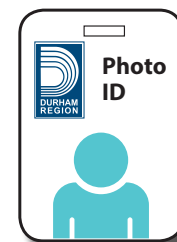
Extension of Payment Date Program For Seniors 60+



Pre-Authorized Payment Program



Special Water Meter Reading Assistance Program



Durham Region staff & representatives always:

- carry Photo ID
- will show you their ID

Protect yourself from unauthorized sales people



Inquiries related to meter reading, billing and collection of water and sewer services:

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



Inquiries related to water shut-offs, leaky water mains, fire hydrants, water meters, manhole covers, basement flooding or blocked sewer connections contact your local Works Department depot:

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 Regional information, please contact the Region of Durham Finance Department at: 905-668-7711 or 1-800-372-1102