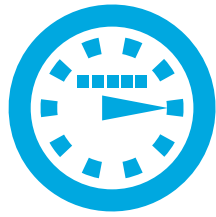


# 2017 DURHAM REGION WATER SUPPLY & SANITARY SEWERAGE USER RATES BUDGET & SERVICE HIGHLIGHTS



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 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.

**Average Water and Sewer Residential Bill Increase is \$2.64/month in 2017**  
(\$32/year based on average water use of 230 m<sup>3</sup>/year)



## 2017 Gross Water Supply Budget

**\$134.6 million**

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

### Water Supply Operating Budget **Gross Budget: \$67.7 million**

93% (\$63.1 million) funded from user rates 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.



Plant  
Operations  
30%



Engineering &  
Staff Support  
10%



Facilities &  
Depots  
18%



Water Connections,  
Valves & Hydrants,  
and Meters  
20%



Other  
22%

### Water Supply Capital Budget **Gross budget: \$67.0 million**

- 57% (\$38.4 million) funded from user rates
- 21% (\$14.2 million) funded from Development Charge revenue and reserves
- 22% (\$14.4 million) represents Federal & Provincial Contributions

#### Major Water Supply Capital Projects:

- Polybutylene water service connection replacements - \$20.0m
- Watermain replacement/rehabilitation to address critical needs - \$18.8m
- New feeder mains: Bloor Street, Oshawa - \$2.0m
- Toronto Street, Newcastle - \$4.5m
- Scugog Line 3, Port Perry - \$1.3m
- Replacement of water meters - \$3.1m
- Oshawa Water Supply Plant Filter Rehabilitation - \$3.2m
- Watermain on Scugog Line 6, Port Perry - \$1.3m
- Watermain crossing of Lynde Creek, Whitby - \$0.8m
- Water filling stations - \$0.6m



## 2017 Gross Sanitary Sewerage Budget

**\$157.2 million**

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

### Sanitary Sewerage Operating Budget **Gross Budget: \$72.7 million**

93% (\$67.3 million) funded from user rates for the sanitary sewerage system operations, including the maintenance and repair of sanitary sewage pumping stations, water pollution control plants and sanitary sewers.



Plant Operations  
& Pumping  
Stations  
48%



Engineering &  
Staff Support  
8%



Facilities &  
Depots  
13%



Sewer Connections,  
Cleaning, Repairs &  
Maintenance Holes  
6%



Other  
25%

### Sanitary Sewerage Capital Budget (including debt charges) **Gross Budget: \$84.5 million**

- 36% (\$30.6 million) funded from user rates
- 44% (\$36.7 million) funded from Development Charge revenue, reserves and developer contributions
- 20% (\$17.2 million) represents Federal & Provincial Contributions

#### Major Sanitary Sewerage Capital Projects:

- Harmony Creek Water Pollution Control Plant Phase 3 upgrades, Oshawa - \$15.5m
- Sanitary sewer replacement to address critical needs - \$7.9m
- New sanitary trunk sewers:
  - Wilmot trunk sewer, Newcastle - \$9.6m
  - Courtice trunk sewer, Oshawa - \$5.0m
  - Central Duffin Collector trunk sewer, Pickering - \$1.2m
  - Foster Creek trunk sewer, Newcastle - \$1.2m
- Twinning of the sanitary forcemain, Port Perry, Scugog - \$4.1m
- Liverpool Rd. Pumping Station standby power replacement - \$2.6m
- Duffin Creek WPCP replacement of Incinerator Units 1 and 2 - \$3.7m

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

THE REGIONAL MUNICIPALITY OF DURHAM		WATER AND SANITARY SEWER BILL	
<small>UTILITY FINANCE 405 ROSSLAND RD E PO BOX 730 WHITBY ON L1N 8B1 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 (58m <sup>3</sup> )			
WATER METER SIZE			
UNMETERED FIRE LINE SIZE			
		DESCRIPTION	AMOUNT
		Water Consumption	\$60.61
		Water Service Charge	\$52.71
		<b>Total Water Charges</b>	<b>\$113.32</b>
		Sanitary Sewer Usage Charge	\$99.30
		Sanitary Sewer Service Charge	\$20.13
		<b>Total Sewer Charges</b>	<b>\$119.43</b>
		<b>AMOUNT DUE NOW</b>	<b>\$232.75</b>
		<b>2% LATE PAYMENT CHARGE EFFECTIVE AFTER</b>	
		<b>AMOUNT DUE AFTER DATE SHOWN</b>	

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 comprise charges based on user consumption and fixed service charges (e.g. fire protection capacity in the system).

## Water Meter Reading Program

Durham Region's Water Meter Reading Program asks 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. Prior to sending out a bill, a Customer Meter Reading Card is mailed to you. Follow these steps to report the reading:



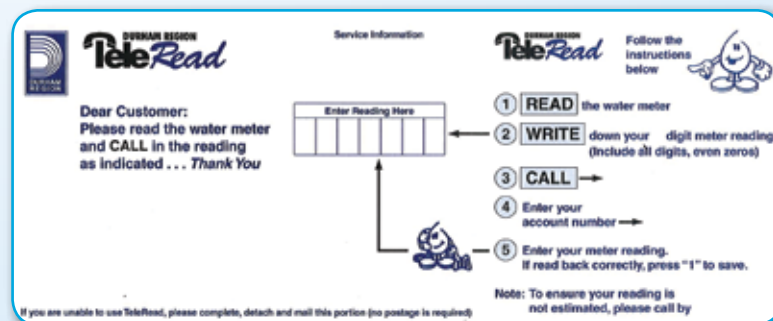
**READ**  
the water meter



**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 make sure the correct amounts are billed.



Water and Sewer Assets are valued at

**\$8.1 billion**



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

## Water Meter Replacement

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



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



# Your Water Supply and Sanitary Sewerage Facts



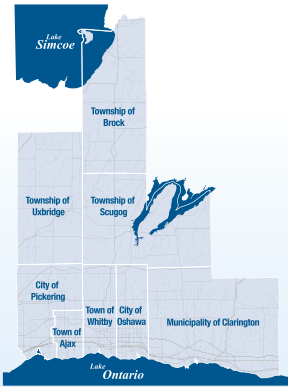
**Water Bottle**  
\$2

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.



**Tap**  
<1¢

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.



**8 local municipalities**



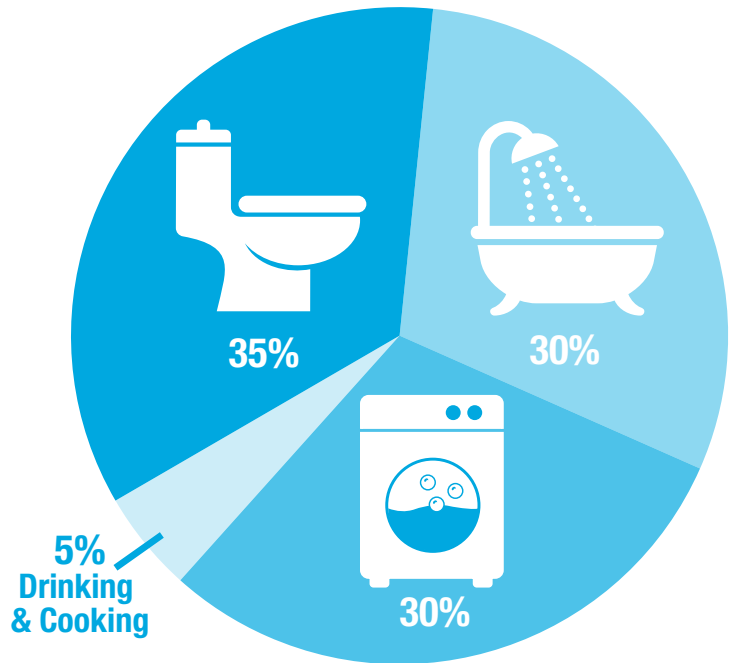
By continuing to **participate in water efficiency programs**, residents can help extend the life of water and sanitary sewerage systems and ensure effective operations



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

## Average Household Water Usage

An average household in Durham uses approximately 230 cubic metres (230,000 litres) of water a year.



A new video series providing tips for conserving water in and around your home is now available on the Region's website at [www.durham.ca/waterefficiency](http://www.durham.ca/waterefficiency). The series include 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.



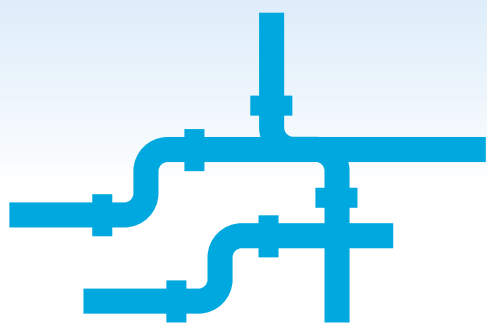
**170,000**  
customers

## THE REGION OF DURHAM WATER AND SANITARY SEWERAGE SYSTEMS

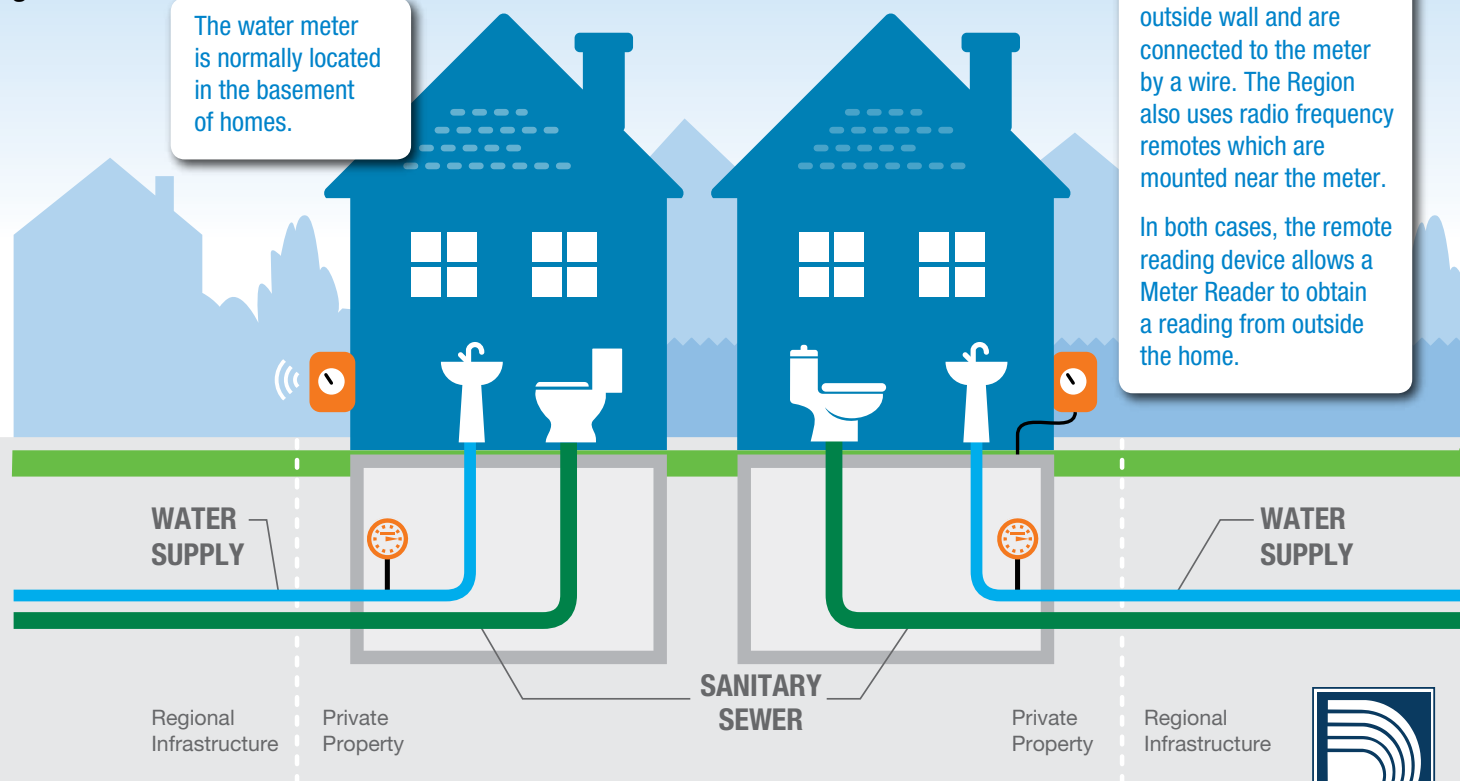
The water meter is normally located in the basement of homes.

**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.



More than **2,400 kilometres of watermains** and **2,140 kilometres of sanitary sewers** in large urban areas in southern Durham Region and small urban areas in northern Durham Region







# Watch for LEAKS They cost YOU money.



## Toilet\*

A continual leak from a hole 5mm in size can waste 2,700 m<sup>3</sup> or around \$7,500 per quarterly bill

5mm



## Faucet

A continual leak from a hole 1 mm in size can waste almost 108 m<sup>3</sup> or around \$300 per quarterly bill

1mm



## Major Leak

A continual leak from a 7mm hole can waste almost 5,300 m<sup>3</sup> or around \$14,650 per quarterly bill

7mm



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

\*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 Rd. East • PO Box 623 • Whitby, ON L1N 6A3  
Phone: 905-666-6211 • Email: [waterbilling@durham.ca](mailto:waterbilling@durham.ca)



Extension of Payment Date Program For Seniors 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
- will 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.