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 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)

**Sewer connection & maintenance $4.9 million**

**Depot operations $3.1 million**

**Plants & pumping stations $33.6 million**

**General operations $32.0 million**

**Capital $62.9 million**

**Water Supply and Sanitary Sewerage Facts**

- 173,040 water supply service connections
- 171,923 water meters
- 700,000+ water supply and sanitary sewer bills/year
- 15,594 fire hydrants
- More than 2,470 kilometres of water mains and 2,140 kilometres of sanitary sewers
- 14 water + 11 wastewater treatment plants

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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.)

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:

1. **READ** the water meter
2. **WRITE** the reading on your meter card
3. **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.

### 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
- **Majority of Durham Region’s Water and Sewer infrastructure is in Very Good or Good Condition**
- **Providing safe water supply** and protection of the water environment are top priorities when it comes to managing Durham’s assets
Durham’s Water Supply and Sanitary Sewer User Rates

Below average
Annual Water and Sewer Rates among comparable 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

5th lowest when compared to GTA and neighbouring municipalities

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

- 1.5 litre of water: $2.21
- Small coffee: $1.50
- 2 litre soda: $1.98

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.

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.

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.
Watch for LEAKS
They cost YOU money.

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.

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.

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

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: 905-982-4581

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