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

Water 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 Operations
$114.7 million Capital / Debt Charges
• Watermain replacement
• Water supply plant upgrades
• Water pumping stations

Highlights
Water Supply Operating Budget: $67.2 million
Water Supply Capital Budget: $114.7 million

2019 Sanitary Sewer Budget
$183.3 million
$75.7 million Operations
$107.6 million 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
Sanitary Sewer Capital Budget: $107.6 million

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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:

<table>
<thead>
<tr>
<th></th>
<th>Water</th>
<th>Sewer</th>
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</thead>
<tbody>
<tr>
<td>Consumption</td>
<td>$1.11/cubic metre</td>
<td>$1.81/cubic metre</td>
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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:

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 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
- 14 water supply systems and 11 wastewater treatment plants
- More than 2,489 kilometres of watermains and 2,155 kilometres of sanitary sewers

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.

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

Below average annual water and sewer rates among comparable municipalities.

- $935 Durham average
- $968 Comparable municipality average

5th lowest rate compared to Greater Toronto Area and neighbouring municipalities

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.

For tips on conserving water in and around your home, please visit durham.ca/waterefficiency.

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.
Watching for leaks can reduce your bill.

Toilet
A continual leak from a hole 5 millimetres (mm) in size can waste 2,700 m³ or around $7,900 per quarterly bill.

Major Leak
A continual leak from a 7 mm hole can waste 5,300 m³ or around $15,400 per quarterly bill.

Faucet
A continual leak from a hole 1 mm in size can waste almost 100 m³ or around $300 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

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.

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: 905-983-3344
Fax: 905-983-4067

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

Sunderland Depot
Regional Road #10
Sunderland, Ontario LOC 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.