

Important Water Billing Facts

- Property owners are responsible for any billed charges for their property, including tenants' use.
- Your water meter is the only evidence of water supplied to your property. As per Halton Region's by-law 131-10, if your meter is defective, Halton Region will estimate your water usage. To review the by-law, visit www.halton.ca/by-laws.
- If you have specific questions about your bill please contact your local hydro utility. For more information about Halton Region's billing rates and policies, visit www.halton.ca, dial 311 or send an e-mail to AccessHalton@halton.ca.

Managing Your Water Consumption

Halton Region offers a number of programs that can help you manage your water usage.

Visit www.halton.ca to learn more about:

- Indoor water efficiency
- Outdoor water use
- Toilet Rebate Program
- Rain Barrel Program



Halton Region Emergency Service

Halton Region provides an emergency service, 24 hours a day, seven days a week, to deal with:

- Blocked sewer pipes
- Major leaks on our system or at your meter or control valve
- Sudden loss in water pressure
- Tap water quality concerns

Dial 311 for service



Halton.ca ☎ 311

2014 Water and Wastewater Rates

Halton Region provides high quality, safe municipal drinking water to residents which meets or exceeds all provincial standards. You can view water quality reports online at www.halton.ca.

Water bills issued as of January 1, 2014 will have a water rate increase of 4.3 per cent.

- 0.9 percent of this increase supports operating and maintaining all of the Region's water and wastewater systems to keep our drinking water safe. These increases reflect the goal to keep operating costs below the rate of inflation (below 1.5 per cent).
- The Region's State of Good Repair Capital Program ensures we invest enough money to maintain our water infrastructure (plants and pipeline systems). This accounts for 3.4 per cent of the 2014 increase.

Your 4.3% increase helps support strategic reinvestment in our water and wastewater infrastructure to ensure it remains reliable in the years ahead.

A typical household using 274 m³ of water per year will have an increase of \$35 in water and wastewater charges in 2014.

The water and wastewater rates support:

- High quality, safe drinking water;
- Wastewater services that meet the needs of the community and protect the environment;
- Well-planned and sustainable infrastructure.



2014 Water and Wastewater Rates

Effective January 1, 2014

Table 1

Fixed service charge based on water meter size*

(Charges below are in monthly terms)

Meter Size	Residential (\$)	Commercial/ Industrial (\$)
20 mm or smaller (3/4" or less)	24.63	24.63
25 mm (1")	42.89	79.71
40 mm (1-1/2")	76.28	130.88
50 mm (2")	177.69	286.29
75 mm (3")	323.57	510.33
100 mm (4")	560.32	872.63
150 mm (6")	1,437.68	2,217.34
200 mm (8")	2,315.03	3,562.26
250 mm (10")	2,850.23	4,450.52

* the size of your meter is identified on your bill

Table 2

Usage charges per cubic metre

(1m³ = 1,000 litres)

Consumption Blocks		Residential (\$)	Commercial/ Industrial (\$)
From	To		
0 m ³	25 m ³	2.0248	2.0248
26 m ³	45 m ³	2.1693	2.1693
46 m ³	60 m ³	2.3354	2.3354
61 m ³	460 m ³	1.1614	2.2401
Greater than	460 m ³	0.9461	2.0248

(Water only rates can be found on the Region's website www.halton.ca).

Understanding Your Residential Water Bill

Halton Region sets water and wastewater rates and is responsible for the delivery of safe drinking water to your home as well as the disposal of wastewater from your home.

To be as efficient as possible, Halton Region partners with your local hydro utility. Your local hydro utility reads your water meter and bills you for your charges on behalf of Halton Region.

How your bill is calculated

Your bill is calculated by adding your monthly fixed service charge, based on meter size, to your consumption charge, based on your water usage. Bills are issued bi-monthly.

Here is an example for a residential customer who has a meter that is 20 mm or less and used 25m³ per month.

	Meter Size	Monthly Usage	Monthly Charges	Bi-monthly Billing (x 2)	Total Per Bill
Fixed Service Charge	20 mm		\$24.63	\$24.63 x 2	\$49.26
Usage Charge		25m ³	x \$2.0248 = \$50.62	\$50.62 x 2	\$101.24
Total Bill					\$150.50

1,000 litres for only \$3.01

1,000 litres of high quality, safe municipal drinking water are delivered to your home 24 hours a day, seven days a week for as little as \$3.01 (based on 50m³).

That's about the same as one bottle of pop!