

Running Toilets are Silent Thieves!

Leaks and drips can make up over 10 per cent of a home's water consumption. A running toilet can waste at least half a litre of water per minute* – enough to fill three bathtubs or more in a day! In extreme cases, water loss can total thousands of litres per day, resulting in a significant cost to the customer.



Leaks can result from:

- deteriorating toilet flappers
- dripping faucets or shower heads
- improperly maintained outdoor faucets
- underground leaks in irrigation systems

Be a Leak Detective:

- Place a few drops of food colouring in the toilet tank and wait about 15 minutes. If the colour has migrated to the bowl, you have a leak (be sure to flush immediately to avoid staining).
- Read the water meter before going to bed at night. Assuming no one uses any water in the mean time, check the meter reading again when you wake up. If the last digit to the right has moved when no one used any water, you have a leak!



*Source: Environment Canada www.ec.gc.ca

Halton Region

Dial 311 or 905-825-6000
1-866-4HALTON (1-866-442-5866)
TTY 905-827-9833
www.halton.ca



Notice to Halton Water Ratepayers 2012 Water Rates

Water and wastewater rates have increased by 3.5 per cent from 2011. The new rates will take effect on all bills issued on and after January 1, 2012.

Note: Property owners are responsible for any billed charges for their property, including tenants' use.

If your bill was estimated or zero, please read your meter and call your local hydro office to report the actual usage.

Inquiries

For further information concerning the **rate structure and policy**, contact Halton Region by dialing 311 or 905-825-6000, 1-866-442-5866, TTY 905-827-9833 or accesshalton@halton.ca.

For information concerning **water readings, billings and payments**, please contact your local hydro billing office:

Burlington Hydro Inc.	905-332-1851
Halton Hills Hydro Inc.	519-853-3701
Milton Hydro	905-876-4611
Oakville Hydro	905-825-9400

2012 WATER RATES

Effective January 1, 2012

(Charges below are in monthly terms)

FIXED SERVICE CHARGE BASED ON WATER METER SIZE*

Meter Size	Residential (\$)	Commercial/Industrial (\$)
20 mm or smaller (3/4" or less)	22.55	22.55
25 mm (1")	39.26	72.94
40 mm (1-1/2")	69.82	119.78
50 mm (2")	162.63	262.01
75 mm (3")	296.16	467.06
100 mm (4")	512.85	798.65
150 mm (6")	1,315.88	2,029.34
200 mm(8")	2,118.91	3,260.23
250 mm (10")	2,608.80	4,073.18

* the size of your meter is identified on your bill

USAGE CHARGES PER CUBIC METRE

Consumption Blocks	Residential (\$)	Commercial/Industrial (\$)
From To		
0 m ³ 25 m ³	1.8534	1.8534
26 m ³ 45 m ³	1.9858	1.9858
46 m ³ 60 m ³	2.1380	2.1380
61 m ³ 460 m ³	1.0641	2.0506
Greater than 460 m ³	86.69¢	1.8534

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

Keep in mind:

The water meter is the sole evidence of water supplied to the property, (By-law 131-10). If Halton Region deems the meter defective, consumption will be estimated.

If you are not being billed for water and wastewater services you are using, please contact Halton Region at 905-825-6000, ext. 7015. You can be charged retroactively for any charges previously not billed.

How to Calculate Your Bill

Your bill is calculated by adding your monthly fixed service charge to your usage charge. Most residential customers are billed bi-monthly.

For example, fixed charge based on a meter size of 20 mm and water usage of 50 m³ over two months:

Fixed Service Charge:	\$22.55 x 2 months	\$45.10
Usage Charge:	50 m ³ x \$1.8534	<u>92.67</u>

Total bill **\$137.77**

Notes regarding consumption charges:

- If your usage exceeds a consumption block (refer to chart), the charge is progressive:
 - e.g., 35 m³ of usage will be charged as 25 m³ at the \$1.8534 rate and 10 m³ at the \$1.9858 rate
- Multi-unit residential premises are billed on an average consumption per unit basis.

Charges to Turn Water Off or On

Contact Halton Region to turn water service off or on. A charge of **\$152.70** applies (\$259.92 after regular business hours). You will be charged twice (i.e. \$305.40) if turn-on and turn-off are required on separate dates.

Note that water service is billed even if hydro is disconnected. To terminate water service contact Halton Region.

Halton Region Emergency Service

Halton Region provides an emergency service, **24 hours a day, seven days a week**, to deal with blocked sanitary sewer pipes, called laterals.

There is no charge for clearing a lateral blockage on the municipal side of the property line, unless it is caused by materials originating from the building drain/sewer. However, if the blockage is on the private side of the property line, a charge of **\$314.16** applies.