



# 2021

## Water and Wastewater Rates

Halton Region provides residents and businesses with safe, high-quality drinking water 24 hours a day, seven days a week. Halton Region has a proven track record of meeting and exceeding Provincial drinking water standards and will continue to ensure residents and businesses have reliable access to high-quality water and services.

Halton Region's water and wastewater rates support:

- the reliable supply of safe, clean drinking water;
- wastewater services that meet the needs of the community and protect the environment;
- well-planned and sustainable infrastructure; and
- strategic reinvestment in the state-of-good-repair.



## Combined water and wastewater rates

Effective January 1, 2021, your combined water and wastewater rate will increase by 2.6 per cent.

(Charges in the tables below are in monthly terms.)

### Fixed service charge based on water meter size\*

| Meter size                      | Residential (\$) | Commercial/Industrial/Institutional (\$) |
|---------------------------------|------------------|--|
| 20 mm or smaller (3/4" or less) | 32.54            | 32.54                                    |
| 25 mm (1")                      | 56.68            | 105.35                                   |
| 40 mm (1-1/2")                  | 100.77           | 172.99                                   |
| 50 mm (2")                      | 234.73           | 378.39                                   |
| 75 mm (3")                      | 427.46           | 674.51                                   |
| 100 mm (4")                     | 740.23           | 1,153.37                                 |
| 150 mm (6")                     | 1,899.30         | 2,930.69                                 |
| 200 mm (8")                     | 3,058.36         | 4,708.28                                 |
| 250 mm (10")                    | 3,765.05         | 5,882.31                                 |

\* The size of your meter is identified on your bill.

### Usage charges per cubic metre (1 m<sup>3</sup> = 1,000 litres)

|                 | Residential (\$) | Commercial/Industrial/Institutional (\$) |
|-----------------|------------------|--|
| Per cubic metre | 2.6750           | 2.6750                                   |

Halton Region's water and wastewater rates are based on the Council-approved 2021 Budget and Business Plan. These rates support the operation and maintenance of our water and wastewater system.

# Understanding your residential water bill

## How your bill is calculated

The Region partners with your local hydro utility to produce a combined bill for your household's hydro and water charges. 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 typically issued every two months for residential customers, and every month for industrial, commercial and institutional customers.

A typical household using 250 m<sup>3</sup> per year will have a total increase of \$27 in water and wastewater charges in 2021.

## 2021 water and wastewater rate increase

### How the 2021 rate increase will be used

Effective January 1, 2021, your combined water and wastewater rate will increase by 2.6 per cent. This increase supports:

- operations and maintenance to keep our drinking water safe and of the highest quality (0.5 per cent); and
- capital financing of the State-of-Good-Repair Program (2.1 per cent).

The table below illustrates an example of the bi-monthly charges for a residential customer who has a 20 mm water meter and has used 42 m<sup>3</sup> of water:

|                      | Rate (\$)                 | Quantity          | Total (\$)    |
|----------------------|---------------------------|-------------------|---------------|
| Fixed service charge | 32.54 per month           | 2 months          | 65.08         |
| Consumption charge   | 2.6750 per m <sup>3</sup> | 42 m <sup>3</sup> | 112.35        |
| <b>Total bill</b>    |                           |                   | <b>177.43</b> |

## Halton Region emergency water services\*

Halton Region provides emergency service 24 hours a day, seven days a week to respond to:

- Blocked sewer pipes
- Sudden loss in water pressure
- Watermain breaks
- Tap water quality concerns
- Leaks at your water meter
- Frozen water service lines

\* Cost of repairs or replacements within property boundaries are the homeowner's responsibility.

### Important water billing information

Property owners are responsible for all water charges for their property, including their tenants' use.

Your water meter measures your property's water consumption. If the meter stops working or shows a low reading, your bill may be estimated until a new meter is installed.

### Learn more

Please visit **halton.ca** or call 311 for more information about:

- water and wastewater services and programs;
- water efficiency;
- billing rates and policies; and
- Halton's high-quality drinking water.

If you have specific questions about your bill, please contact your local hydro utility:

**Burlington Hydro Inc.**  
burlingtonhydro.com  
905-332-1851

**Milton Hydro**  
miltonhydro.com  
905-876-4611

**Halton Hills Hydro Inc.**  
haltonhillshydro.com  
519-853-3700

**Oakville Hydro**  
oakvillehydro.com  
905-825-9400

