

NEW

Outdoor Water Use Program

Halton Region has introduced a new program to respond quickly and effectively to increased demands for drinking water during prolonged periods of drought and emergency situations. This new program will help ensure that a continuous supply of drinking water is available to all Halton residents and businesses for essential domestic and emergency needs. Just like a "stop light", the Outdoor Water Use Program uses three levels of alert that progressively limit water use during periods of high demand.

Know your colour



Blue or level one

asks that water be used wisely at all times.



Yellow or level two

asks that everyone follow the Activity Chart and limit outdoor water use.



Red or level three

indicates that all outdoor lawn watering and certain other activities are not allowed.

Know Your Limits

For more information on the Outdoor Water Use Program and water conservation in Halton, visit www.halton.ca/waterconservation

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 2010 Water Rates

As directed by Council, the 2010 combined **water and wastewater rates have not increased from 2009, which equates to no combined water and wastewater rate increase per typical household.**

Halton introduced a new structure in 2009 that combines both water and wastewater charges. However, if you have water service only, you will only be charged the water portion (*water only rates can be found on the Region's website www.halton.ca*).

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

If your bill was estimated or 0 (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, or TTY 905-827-9833.

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



2010 WATER RATES

Effective January 1, 2010

(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)	20.93	20.93
25 mm (1")	36.45	67.66
40 mm (1-1/2")	64.80	111.11
50 mm (2")	150.94	243.01
75 mm (3")	274.88	433.21
100 mm (4")	475.99	740.77
150 mm (6")	1,221.31	1,882.26
200 mm (8")	1,966.62	3,023.94
250 mm (10")	2,421.63	3,777.97

* the size of your meter is identified on your bill

USAGE CHARGES PER CUBIC METRE

Consumption Blocks From	To	Residential (\$)	Commercial/Industrial (\$)
0 m ³	25 m ³	1.7202	1.7202
26 m ³	45 m ³	1.8441	1.8441
46 m ³	60 m ³	1.9868	1.9868
61 m ³	460 m ³	99.69¢	1.9049
Greater than	460 m ³	81.22¢	1.7202

Keep in mind:

The water meter is the sole evidence of water supplied to the property, (By-law 42-04). 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 back charged 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 two months of 25 m³ usage.

Fixed Service Charge:	\$20.93 x 2 months	\$41.86
Usage Charge:	50 m ³ x \$1.7202	<u>86.01</u>

Total bill **\$127.87**

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 \$1.7202 rate and 10 m³ at the \$1.8441 rate
- Multi-unit residential premises are billed on an average per unit basis.

Charges to Turn Water Off or On

Contact Halton Region to turn water service off or on.

\$143.10* is charged (\$243.60* each after regular business hours). You will be charged for both turn-off and turn-on (i.e. \$286.20*) if required on separate dates.

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

Halton Region Emergency Service

Halton Region provides an emergency service, **24 hours 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, the charge is \$294.35*.

*Charges exclude applicable taxes