

# Water & Wastewater Information

- New Rates July 1, 2018
- Monthly Payment Plan
- Water Usage Information
- Contact Information



## Reading Your Water Bill

Your bill is calculated using electronic meter readings for consumption.

On your bill:

- Billing Period:** date range for water usage charges
- Days Billed:** number of days in the billing period
- Previous Billing:** "current reading" from your last bill
- Current Reading:** meter reading at the end of the billing period
- Consumption:** actual amount of water, in cubic metres, that passed through your water meter

Find your account number for online banking under the name on your bill.

## Did you know?

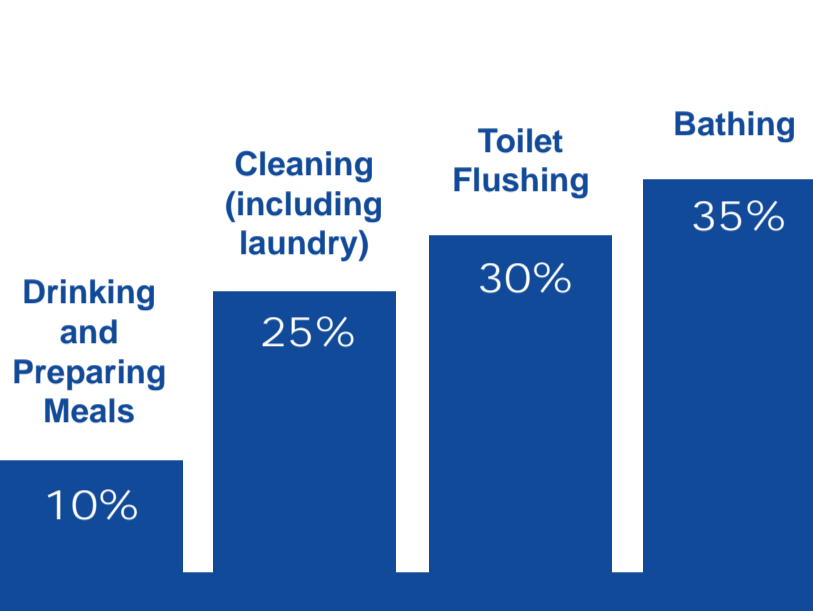
Save approximately 20% off the administrative service charge with the monthly payment plan!

- Invoices are delivered by email
- Monthly electronic payments through auto debit
- Payment amount = invoice amount

Go to [www.brandon.ca/utilities/payment-options](http://www.brandon.ca/utilities/payment-options) for an application form. Submit the form and registration information in person at City Hall or email a scanned copy to [water@brandon.ca](mailto:water@brandon.ca).

**20% Off!**

## Typical Household Water Usage

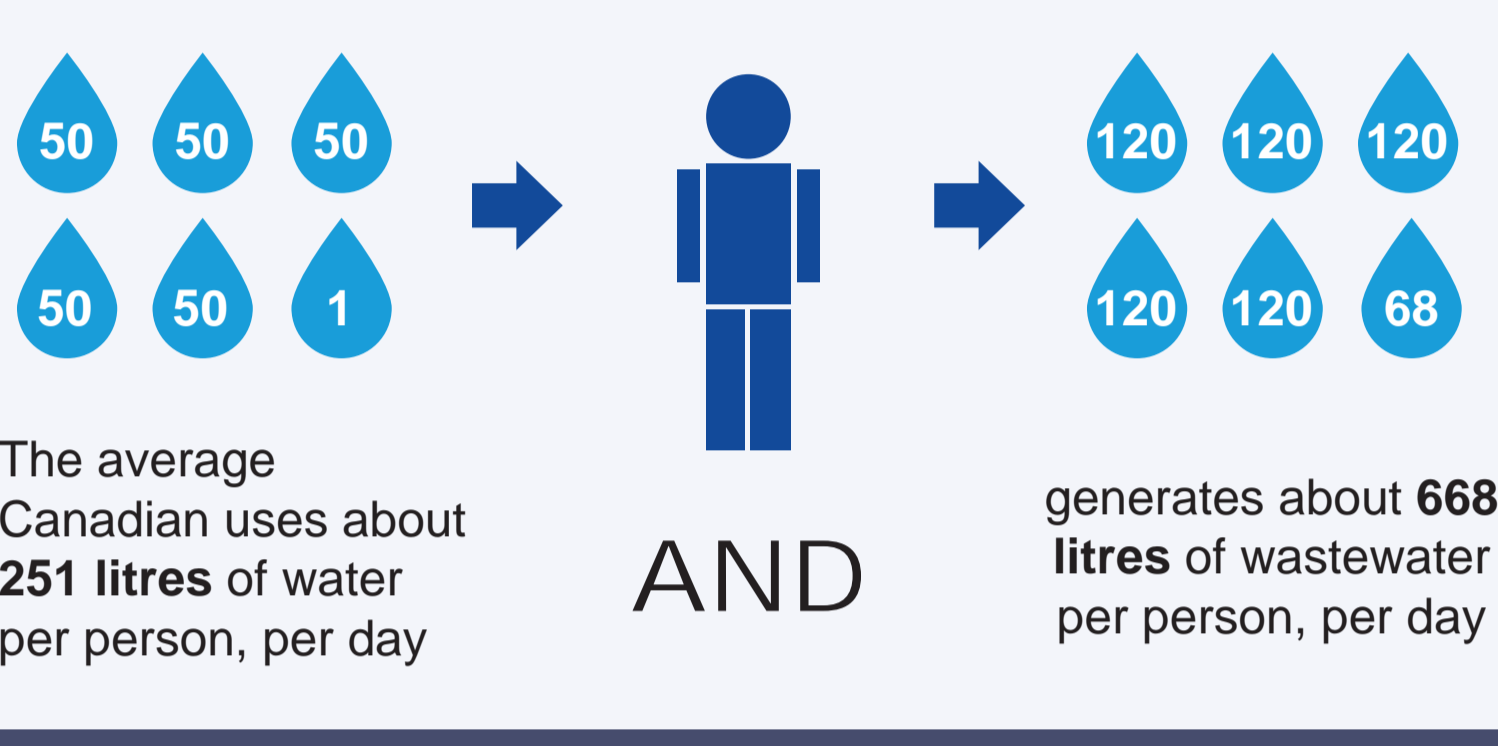


### What can increase water use?

**Seasonal use**—watering the garden/lawn, washing your car, kids home from school, filling pools or hot tubs, sprinkler systems.

**Houseguests**—more showering, flushing toilets, cooking, dishwashing and laundry.

## WE RELY ON WATER



## Did you know?

The average Canadian family of four consumes 30 cubic metres of water per month.

| 1000 Litres = 1 Cubic Metre (m <sup>3</sup> ) |  | NEW Effective July 1, 2018* |             |                     | 2017 Total          |
|---|--|-----------------------------|-------------|---------------------|---------------------|
| Rate Type                                     | Unit of Measure<br>m <sup>3</sup> = Cubic Metres | Water                       | Waste-Water | Total               |                     |
| Domestic                                      | First 150 m <sup>3</sup>                         | \$1.66                      | \$1.63      | \$3.29              | \$2.96              |
| Intermediate                                  | Next 2850 m <sup>3</sup>                         | \$1.66                      | \$1.63      | \$3.29              | \$2.88              |
| Wholesale                                     | Over 3,000 m <sup>3</sup>                        | \$1.66                      | \$1.63      | \$3.29              | \$2.80              |
| Service Charge (quarterly)                    | Per Water Meter                                  |                             |             | \$17.48 Per Quarter | \$17.48 Per Quarter |
| Service Charge (monthly)                      | Per Water Meter                                  |                             |             | \$4.66 Per Month    | \$4.66 Per Month    |

\*Established by City of Brandon By-Law 7139 and approved by the Public Utility Board Order 60/16

## Water Rates 2018

The City of Brandon incorporated the following goals into its rate setting methodology:

- Safety
- Environment
- Self-sufficiency
- Reliability
- Competitiveness
- Capacity

## Did you know?

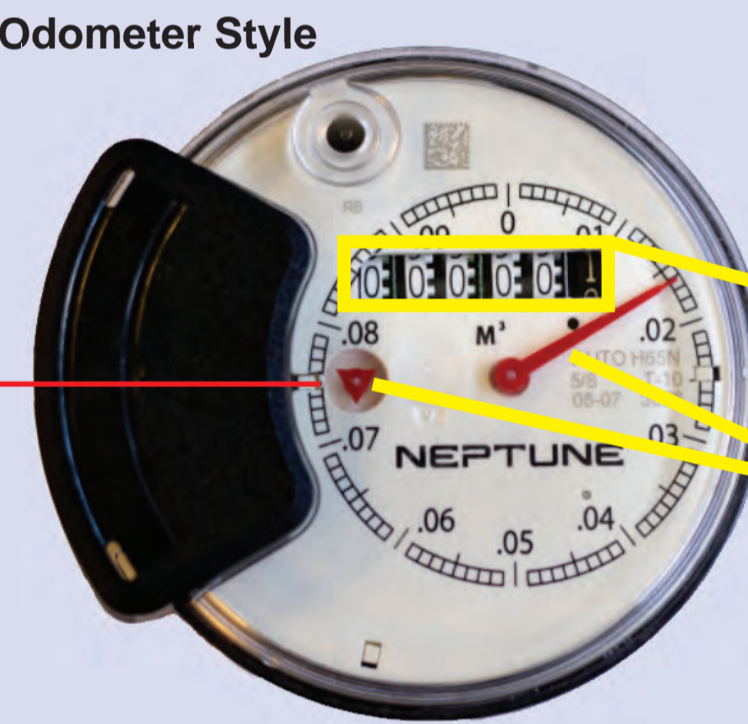
The Water Treatment Plant produces an average of 27,500,000 litres of water per day!

## Reading your Water Meter

Know how to read your water meter to monitor your own water consumption.

Below are examples of the most commonly installed residential meters. The meter is read by radio frequency and those readings are used to calculate your water bill.

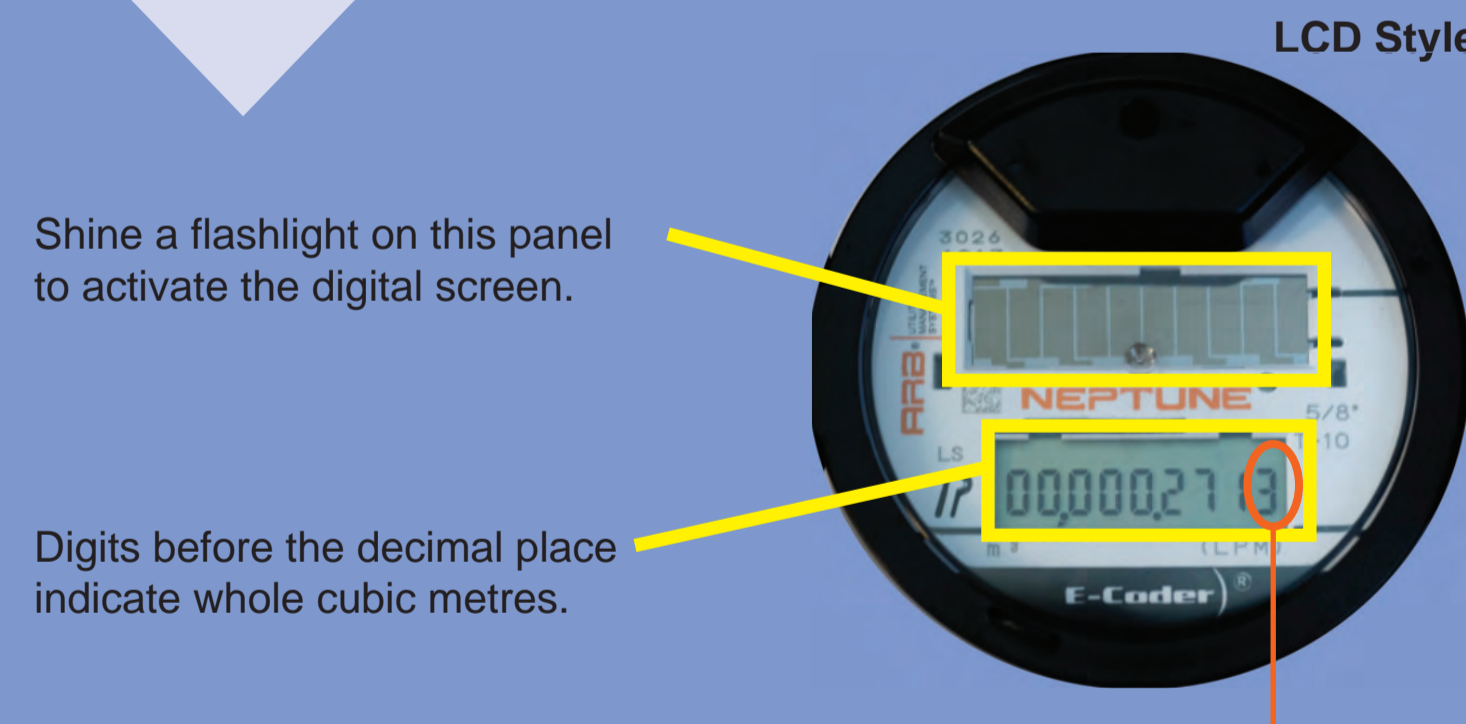
### Odometer Style



The white digits indicate whole cubic metres (m<sup>3</sup>).

The red arm moves clockwise and the red triangle spins as water passes through the meter.

### LCD Style



Shine a flashlight on this panel to activate the digital screen.

Digits before the decimal place indicate whole cubic metres.

## Check for a Leak!

Turn off all water fixtures in the house, including fridge water line and humidifiers. Check either the red triangle on the odometer style meter or the last digit on the LCD style meter. If the **red triangle** is moving or the **last digit changes**, you may have a leak!



## Did you know?

Leaky toilets are a common cause of abnormally high water consumption. Check yours by adding drops of food colouring to the tank, wait 15 minutes, if you see colour in the bowl the toilet is leaking.



## Leak Prevention / Water Conservation Tips

- If leaving your home unattended for long periods of time, turn off your water valve
- Check gaskets and update old plumbing fixtures
- Install low-flow toilets and shower heads
- Regularly maintain sprinkler systems
- Use a rain barrel to collect water for your garden
- Insulate pipes to get hot water faster, so less water is wasted
- Install aerators on your faucets to decrease the amount of water used without decreasing water pressure

## Important Contact Information:

|  |  |  |  |
|--|--|--|--|
| <b>Water Billing:</b><br>204-729-2262<br><a href="mailto:water@brandon.ca">water@brandon.ca</a>  | <b>Meter Shop:</b><br>204-729-2285   | <b>Sewer and Water:</b><br>204-729-2285  | <b>Water Treatment Plant:</b><br>204-729-2274                            |
| <ul style="list-style-type: none"> <li>• Water billing</li> <li>• Mailing address changes</li> <li>• Banking information changes</li> <li>• Move in / out</li> </ul> | <ul style="list-style-type: none"> <li>• Frozen pipes</li> <li>• No water</li> <li>• Water meter issues</li> <li>• Loss of water pressure</li> </ul> Additional charges may apply for services | <ul style="list-style-type: none"> <li>• Report a water main break</li> <li>• Sewer back-up</li> <li>• Plugged catch basin</li> <li>• Fire hydrant issues</li> </ul> Additional charges may apply for services | <ul style="list-style-type: none"> <li>• Water quality issues</li> </ul> |