



Water & Wastewater Information

- **New Rate Information**
- **Payment Options**
- **How to Read Your Meter**
- **Contact Information**

410 - 9th Street
Brandon, MB
R7A 6A2

www.brandon.ca

New Utility Rates - The following chart shows the rates that you will be seeing on your water bills. The City of Brandon conducted a rate study in order to ensure that these rates maintain the quality and reliability of the utility for our ratepayers.

**1000 Litres = 1 Cubic Metre (m3)

Rate Type	Unit of Measure**	Previous Rates	NEW	Future Rate
			Effective Oct 1, 2023*	Jan 1, 2024*
Water	Per m ³	\$1.66	\$1.80	\$2.10
Chemical Bldg Debt Surcharge	Per m ³	\$0.17	\$0.17	\$0.17
Water Deficit Recovery	Per m ³	\$0.00	\$0.19	\$0.19
Total Water	Per m ³	\$1.83	\$2.16	\$2.46
Wastewater	Per m ³	\$1.63	\$1.79	\$2.14
Wastewater Deficit Recovery	Per m ³	\$0.00	\$0.21	\$0.21
Total Wastewater	Per m ³	\$1.63	\$2.00	\$2.35
Service Charge	Per Water Meter	\$17.48	\$18.00	\$19.17
Service Charge (monthly)	Per Water Meter	\$4.66	\$4.80	\$5.11

*Established by City of Brandon By-law 7342 and approved by the Public Utility Board Order 119/23

Rate setting goals:

- **Health & Safety.** Water rates will cover the costs of providing clean and safe drinking water to the public and protect from waterborne diseases.
- **Environment.** Wastewater rates cover the costs of treating sewage and returning it to the environment at a high quality as well as conserving water resources.
- **Capacity.** Rates will cover the rising operational costs, infrastructure maintenance and ensure optimal performance of existing facilities.
- **Reliability.** Rates will enable the Utility to build up the reserve funds for capital improvement.

Conserving water preserves and protects our water supply in the event of water shortage or drought, positively impacts the environment, and
SAVES YOU MONEY.

→ **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.



Know How to Read Your Water Meter

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 (m³).
The red arm moves clockwise and the red triangle spins as water passes through the meter.

LCD Style

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

Digits before the decimal place indicate whole cubic metres.



Check for a Leak!

Water consumption on your bill includes any water passing through the water meter. Fixing a leak will save money!

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.

YOU MAY HAVE A LEAK IF:

the red triangle is moving OR the last digit changes

The average Canadian family of four consumes 27 cubic metres of water per month!

Payment Options

In addition to paying a water bill in-person at City Hall, the following payment options are available.

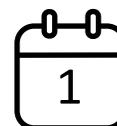
✓ Online Banking:

- Add a payee (Search for "Brandon" and choose water or utilities)
- Find your account number on your bill, directly below the account holder name. Must be at least 7 digits with no decimal place.
(Example: 1234.11 = 0123411)



✓ Pre-Authorized Payment Plan:

Choose between two options, **Monthly** or **Quarterly**
Payments are withdrawn from your bank account on the first of the month after you receive your invoice.



- **Monthly:** invoices are emailed, save approximately 20% off administration fees
- **Quarterly:** emailed or post-mailed invoices

20% OFF

Apply online:

onlineservices.brandon.ca/updateinfo.aspx

✓ Online by Credit Card:

- Sign-up for Virtual City Hall to pay online with a credit card, subject to a 2.25% credit card convenience fee in addition to the payment amount.



Sign-up online: brandon.ca/vch-application

✓ At your Financial Institution:

With your account number, your financial institution can transfer the funds to the City of Brandon on your behalf.



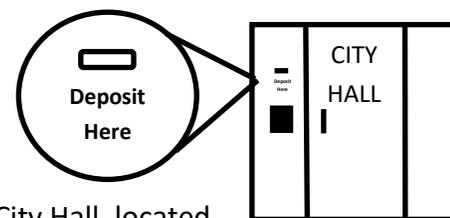
✓ Telephone Banking

Telephone banking is a service provided by a bank or other financial institution that enables customers to perform a range of financial transactions, including bill payments, over the telephone.

*** See the Online Banking section for account information

✓ Drop Box:

- Place your cheque and invoice stub in an envelope into the "Deposit Here" slot at City Hall, located at the south east door on 9th st.



✓ Postmail:

- Mail your cheque and invoice stub or account number to:

**City of Brandon
Finance Department
410 9th Street
Brandon, MB R7A 6A2**

**Please include your payment stub from the invoice or payment instructions.

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

Important Contact Information

Underground Utilities:	204-729-2285	Water Billing:	water@brandon.ca	204-729-2262
<ul style="list-style-type: none">• Frozen pipes• No water• Water meter issues• Loss of water pressure• Report a water main break	<ul style="list-style-type: none">• Sewer back-up• Plugged catch basin• Fire hydrant issues	<ul style="list-style-type: none">• Water billing• Mailing address changes	<ul style="list-style-type: none">• Move in / out• Bank information changes	
Water Treatment Plant:		<p>Many changes and updates to your account can be submitted online through our website. onlineservices.brandon.ca/updateinfo.aspx</p> <ul style="list-style-type: none">• Update mailing address• Notify of a move in/out• Update banking information• Apply for/cancel a payment plan		
204-729-2274				
<ul style="list-style-type: none">• Water quality issues				