

Wastewater (Sewer) Bill

Wastewater Rate is \$1.35 per cubic meter, effective January 1, 2010

NEW THIS YEAR – Minimum Bill

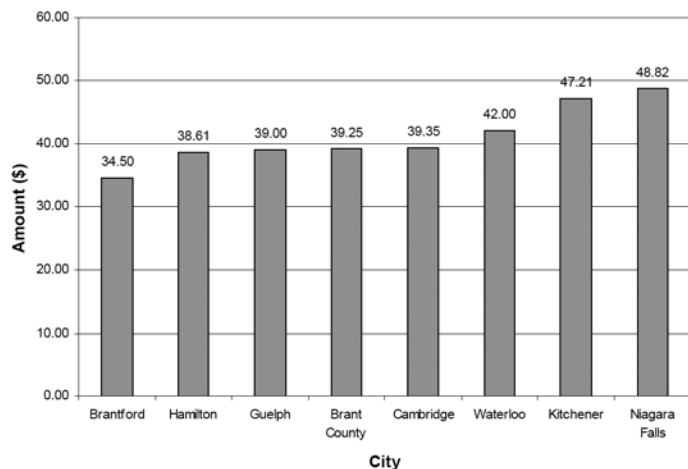
A sewage bill consists of 2 separate charges:

1. Minimum Bill:

This charge covers part of the cost of having the sewage collection system available for use. The costs include the operation and maintenance of the sewer collection system and the preparation and processing of bills. The amount of sewage a customer discharges does not affect this charge.

Water (mm)	Meter Size (inches)	Minimum Bill
15	(5/8")	\$4.46
20	(3/4")	\$7.93
25	(1")	\$12.39
40	(1.5")	\$31.70
50	(2")	\$49.54
75	(3")	\$111.47
100	(4")	\$198.16
150	(6")	\$445.87
200	(8")	\$792.66

Comparison of Typical Monthly Sewer Bill Using 2009 Sewer Rates



NOTE: Typical monthly bill is based on 30 m³ of water consumed per household per month

2. Wastewater Rate:

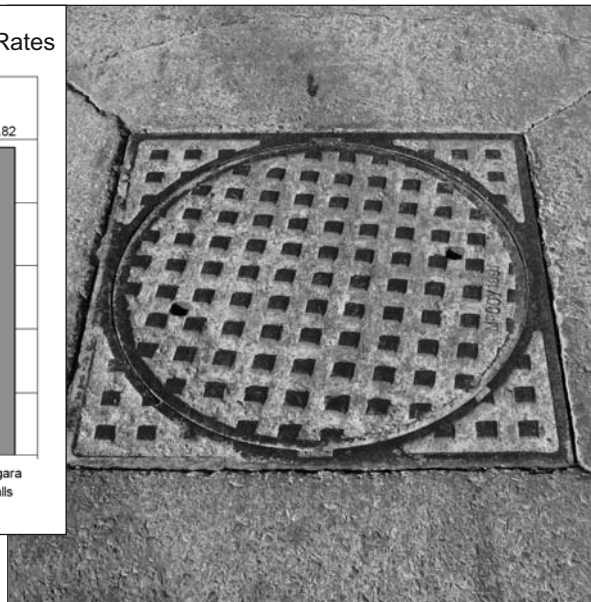
This rate covers the total cost for the operation, maintenance and replacement of the wastewater collection and treatment systems. The amount of wastewater discharged from a household is equal to the quantity of metered water used.

3. Wastewater Cap:

During the summer, single-family, residential dwellings will be capped at 30 cubic meters per month, or \$40.50, to account for water used for lawn watering. This applies on all meters read from May 1st to September 30th for meter sizes 15, 20, and 25 mm. The cap does not apply for multi-residential dwellings or commercial, institutional or industrial customers.

Your sewage service rate is being similarly increased to fund capital improvements to the Sewage Treatment Plant and replacement of aging sewer pipes and pumping stations.

In 2010 the average homeowner should see an approximate increase of \$4.50 per month for water and \$6.00 per month for sewer service (based on 30 m³ usage/mo).



Grand River Photo from Lorne Bridge, Brantford

Contact Information

Emergencies:

Water (Customer Services Department)

Normal Hours: 519-756-1360
After Hours: 519-752-1031

Wastewater (Public Works Department)

Normal Hours: 519-752-4832
After Hours: 519-752-4832

Billing And Other Inquiries:

Customer Services Department

Normal Hours: 519-756-1360
After Hours: 519-752-1031

CITY OF
BRANTFORD
ENVIRONMENTAL SERVICES
Phone: 519-759-1350 / www.brantford.ca

CITY OF
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ENVIRONMENTAL SERVICES

2010 Water & Wastewater User Rates:

The treatment & distribution of drinking water and the safe treatment & disposal of wastewater is the responsibility of the City of Brantford.



Wilkes Dam: Brantford

Water Bill

Water consumption rate is \$1.45 per cubic meter, effective January 1, 2010

A Water Bill consists of two separate charges:

1. Minimum Bill:

This charge covers part of the cost of having the water distribution system available for use. The costs include the operation and maintenance of the water distribution system and the preparation and processing of bills. The fire protection charge is now included in the Minimum Bill charge. The amount of water a customer uses does not affect this charge.

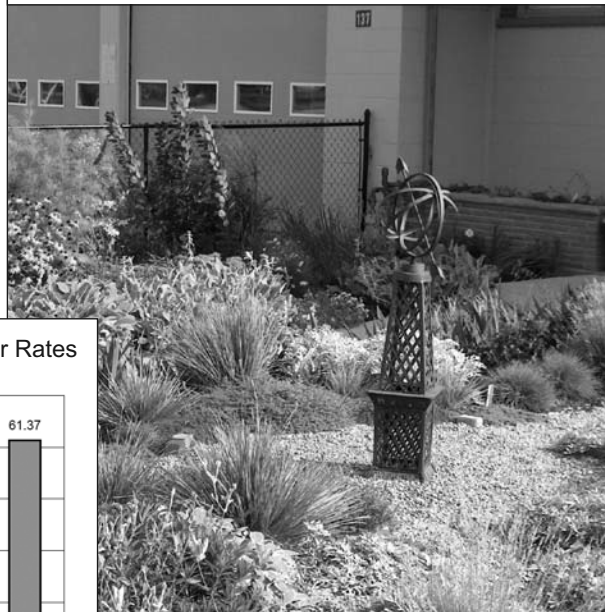
Water (mm)	Meter Size (inches)	Minimum Bill
15	(5/8")	\$8.35
20	(3/4")	\$9.80
25	(1")	\$12.25
40	(1.5")	\$39.60
50	(2")	\$67.50
75	(3")	\$135.50
100	(4")	\$305.00
150	(6")	\$501.00
200	(8")	\$851.50

2. Consumption Rate:

This rate is for actual water used beyond that provided in the Minimum Bill. It covers the cost of treating the water and the replacement and expansion of infrastructure.

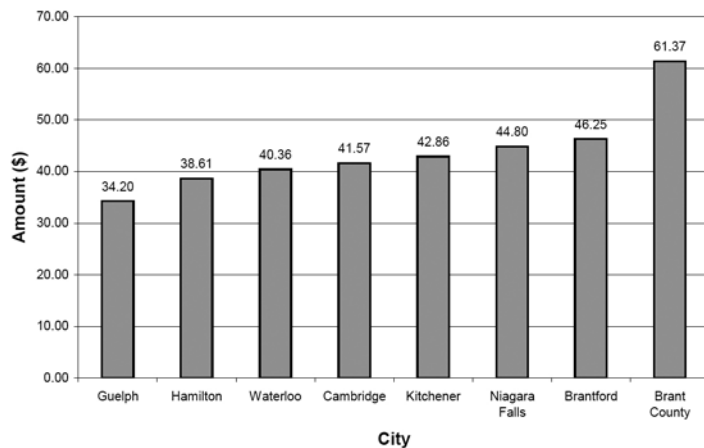
The water consumption rate is being increased to fund upgrades required at the Holmedale Water Treatment Plant and the replacement of aging watermains and valves. Upgrades include the replacement of old filters and the high lift pumping station built in the 1930's and 1950's respectively. Upgrades further include ozonation and ultraviolet disinfection in order to address the issues of taste and odour that our challenging source water presents.

Waterwise Garden, Tranquility Hall, Brantford



For more examples of simple water conservation tips that you can follow everyday to reduce your water bill check the city's website at: www.brantford.ca call the Water Conservation Hotline at: 519-759-1511 or pick up a copy of the "Household Guide to Water Efficiency" from City Hall.

Comparison of Typical Monthly Water Bill Using 2009 Water Rates



NOTE: Typical monthly bill is based on 30 m³ of water consumed per household per month

How Can You Reduce Your Water Bill?

BY CONSERVING WATER. Water and sewer charges are based on water meter readings. For every cubic meter of water you save, you also save on the cost of treating a cubic meter of sewage. In other words, \$14 will be saved for every 5 cubic meters (m³) of water conserved.

Examples of How To Achieve Savings:

During the Summer Months:

- 1 The amount of water sprinkled on lawns and gardens during the summer, causes overall water consumption to double for the average property owner as compared to how much is used during winter months.
- 2 By converting traditional plantings to naturally sustainable landscapes with use of waterwise plants, an annual summer savings of 20 – 50 cubic meters is possible with the potential to save up to 100% of water used outdoors.

Source: Polis Project – Thinking Beyond Pipes and Pumps

Try also using rainbarrels to provide supplemental watering. Visit our Waterwise Garden for examples on how you can achieve greater water savings outdoors. This Demonstration Garden, planted and maintained by the Brantford Garden Club in Partnership with the City and the Bran-Lynn Optimists, is located at Tranquility Hall on the corner of Powerline Rd. and Francis St.

How to Save All Year Long:

- 1 Install a low-flow showerhead and save up to 4 m³ per month for a family of 4.
- 2 Turn off your tap while brushing teeth and save up to 2 m³ per month.
- 3 Repair leaky taps. A steady drip can waste up to 50 litres of water per day or 1.5 m³ per month.
- 4 Replace older toilets installed before 1992 with an ultra-low flush, dual-flush or high efficiency toilet and see savings of up to \$100 - \$150 per year for the average family.

Sources: Clean Water Foundation, City of Toronto, Ministry of the Environment, Environment Canada.

Miscellaneous Water Services & Fees:

Customer Service Calls:

Residents can call the Customer Services Department at 519-756-1360 for information on a variety of issues such as water quality, leaks, water testing, low-pressure complaints and turning water on or off. Response to such inquiries is provided free of charge, during normal working hours (8am - 4pm). If the city needs to perform any repairs at this time, there will be a charge only for materials used. For other custom service requests, there is a cost recovery charge for the service being provided, such as:

1. Frozen Meter:

\$65.00 plus cost of new meter during normal working hours. \$160.00 plus cost of new meter after hours.

2. Pool Fill:

\$340.00 between 8am-4pm
 \$430.00 started normal hours and finished after hours,
 \$530.00 after hours

Details of the charges for custom work done by the Water Division, can be found under the "Summary of Water Fees and Service Charges" on our website: www.brantford.ca

