

## Water and Sewer Billing Information

### Billing Structure

The bill you receive for water and sewer services includes both a flat rate and a metered rate.

- **Flat rate:** base level of revenue required to pay for fixed costs such as capital infrastructure.
- **Metered rate:** calculated on water consumption and provides revenue to cover variable costs such as electricity, fuel and chemicals.

Rates are subject to annual increases.

### Billing Schedule

Water meters are read every 60 days in the first two weeks of the month. Bills are produced mid-month every other month.

- **Amherstview:** February, April, June, August, October and December.
- **Odessa, Bath, Harewood and Brooklands:** January, March, May, July, September and November.

### Service Charges

- Requests for water connection, shut off, or other action requiring staff attendance after hours are subject to a service charge as specified in the Water and Sewer Charges By-Law as required by the collection policy.
- A onetime \$25 administration fee is applied to the first bill when a change of occupancy occurs.

### Payment Options

Please allow sufficient time for your payment to reach us on or before the due date.

- Pre-authorized payment plan
- Internet or telephone banking
- By mail
- In person at Township Office (cash, cheque, debit)
- After hours drop box at Township Office (cheque)

### Past Due Accounts

- Penalty 1: 3.25% following the original due date.
- Penalty 2: 6.5% if still outstanding by next billing.
- Arrears in excess of 60 days are added to the tax roll of the property to which the utilities were supplied.

### Tenant-Occupied Properties

- Property owners are ultimately responsible for any and all utilities charges incurred at their property.
- To direct the bills to a tenant, property owners must complete the appropriate Authorization form.
- Arrears notices are mailed to both the owner and tenant.

### Important Notes

- Flat rate charges are not excluded from the bill in the event of no consumption during the billing period. These charges remain in effect until the line has been permanently disconnected by means of capping the line and passes inspection by the Building Department.
- All meters and remotes shall remain accessible and must not be covered (including inside). If the meter or remote is not accessible, it shall be made accessible at the cost of the property owner.
- Property owners are responsible for care and maintenance of water meters and other service equipment, including protection from freezing or other damage. Replacement of faulty meters is the Township's responsibility.
- **Only licensed persons authorized by the Township are permitted to turn on or shut off water by means of the street shutoff. Please schedule an appointment with the Utilities Clerk if you require these services.**

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If you have any questions in regards to the information that is provided above, please contact the Utilities Clerk at 613-386-7351 ext. 105.

For water disruptions or quality concerns, please contact the Engineering Clerk at 613-386-7351 ext. 116.

If you are a person with a disability and need information in another format, please contact 613-386-7351 ext. 100 during business hours, or email [info@loyalist.ca](mailto:info@loyalist.ca).