

## Pre-authorized Payment Plans

The Town offers two pre-paid methods of paying your water bill.



### Pre-set Payments

A set amount is withdrawn from your bank account on the 19<sup>th</sup> of each month for 12 months.



### Auto Withdrawal Plan

The quarterly bill amount is withdrawn automatically from your bank account on the bill due date.

Applications are available at Customer Service or on our website at [www.eastwillimbury.ca/waterrates](http://www.eastwillimbury.ca/waterrates).



### Unpaid Accounts

Unpaid accounts with a balance higher than \$500 or in arrears for two consecutive bills will have their balance transferred to the tax account as a lien against the property, and penalties will apply.

### Deferral Programs

The Town offers a deferral program for low income seniors and residents with a disability. For more information, visit [www.eastwillimbury.ca/waterrates](http://www.eastwillimbury.ca/waterrates)

## We're here to help

If you have any questions about your water/wastewater bill, please contact the Town at:

☎ (905) 478-4282

@ waterbilling@eastwillimbury.ca

## Water Conservation

### Follow these tips to control water use at home:

#### Reduce

- Do not rinse dishes before placing them in the dishwasher – instead scrape them into the green bin.

#### Repair

- Leaks from faucets and fixtures such as water softeners and toilets are the most common causes of high bills. Leak detection kits are available to test your toilet.

#### Retrofit

- Older toilets (similar to those installed before 1994) can use between 13 to 20 litres of water per flush. An average person flushes the toilet 5 times per day. New water efficient toilets use 4.8 to 6.0 litres per flush. Replacing a high-volume toilet is one of the best ways to reduce water use and save money.

#### Reuse Rain Water

- Collect roof water for reuse via a rain barrel. Visit [www.rainbarrel.ca](http://www.rainbarrel.ca) for more information.

#### Outdoor Watering

- Water early morning to reduce evaporation and avoid fungus growth and mould.
- Let the water soak in. If water puddles due to dry or compacted soil, stop watering and allow time for it to seep into the ground.

## 2019 Water & Wastewater Rates



### Learn about Water & Wastewater in EG

[www.eastwillimbury.ca/water](http://www.eastwillimbury.ca/water)



Town of East Gwillimbury

## 2019 Water Rates

The 2019 budget was approved by Council on March 19, 2019. There is no increase to the residential water and wastewater usage rates. The fixed/delivery charges for both water and wastewater have been increased by \$5 to \$70, which is billed quarterly per service.

### Water Rates

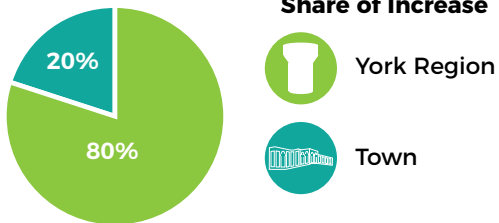
Residential Usage/ Variable	Fixed/Delivery Charge per quarter
≤ 105m <sup>3</sup> > 105m <sup>3</sup> \$2.28 \$3.74	\$70
Non-Residential Usage/Variable	Fixed/Delivery Charge per quarter
< 105m <sup>3</sup> >105m <sup>3</sup> \$2.28 \$3.74	\$70

### Wastewater Rates

Usage/Variable per m <sup>3</sup>	Fixed/Delivery Charge per quarter
< 105m <sup>3</sup> \$2.19	\$70

## Why are my rates increasing?

### Share of Increase



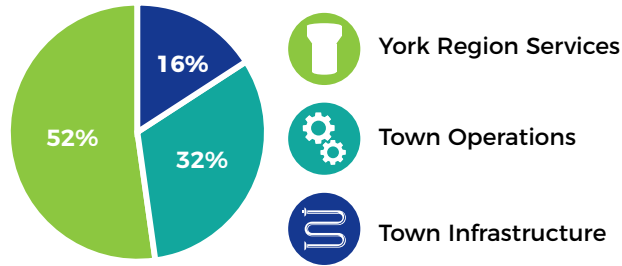
### What makes up the Regional Increase?

York Region is the sole supplier of water and wastewater treatment for the Town. A 9% increase in their rates, translates to approximately \$32 or 80% of the rate increase reflected in the Town rates.

### What makes up the Town Increase?

Town costs are made up of salaries, benefits, materials, supplies, and contracted services in order to provide the water and wastewater program. Inflationary pressures in these areas represent approximately \$8 or 20% of the rate increase.

## How is the budget allocated?



The Town collects funds through water and wastewater rates to pay for three main areas:

### York Region Services

#### Water supply to the Town and wastewater treatment

York Region provides the Town with clean, treated drinking water which comes from groundwater and water from Lake Ontario (purchased from Peel Region and the City of Toronto). The Region also treats all wastewater for its nine municipalities.

### Town Operations

#### Water delivery to residents and wastewater collection

Town staff conduct over **6000** regulated water samples annually

It's the Town's responsibility to maintain the water system and to ensure that every time you turn on your tap there is safe drinking water available. The Town is also responsible for ensuring that wastewater is collected for effective treatment.

### Town Infrastructure

The Town maintains over **245KMs** of Town water & wastewater pipes

In order to maintain a safe drinking water system it is imperative that sufficient funding is in place for the long term repair and replacement of the water and wastewater infrastructure/pipes.

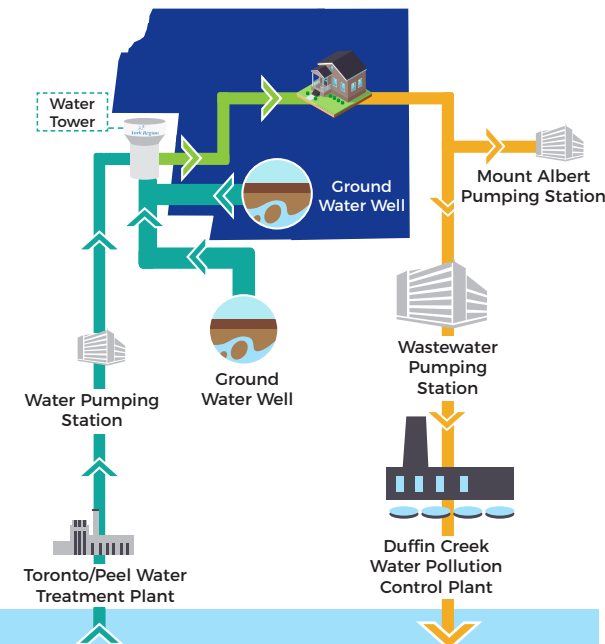
## Water Facts

Having a continuous leak from a faucet or fixture over a three month period wastes water and adds up significantly on your bill.

Leak stream diameter	Cubic Meters (m <sup>3</sup> )	Total (\$)
1/4"	4,475	+/- \$25,000
3/16"	2,521	+/- \$15,000
1/8"	1,115	+/- \$6,000
1/16"	280	+/- \$1,500

This illustration shows how water gets to homes in East Gwillimbury. This network of Town and Regional infrastructure makes up our water and wastewater system and is paid for by the fixed/delivery charge.

### EAST GWILLIMBURY



### Lake Ontario