



Town of Wasaga Beach Metered Water Billing System Frequently Asked Questions

Following is a list of frequently asked questions related to the Metered Water Billing System the Town is in the process of implementing.

Question 1:

Q. What is the breakdown of the proposed annual water billing per household?

A. The breakdown of the proposed annual water billing per household is as follows:

Water Base Rate	\$144.00
Water Usage based on 270 m³ X \$0.42 =	\$113.40
Sewer Base Rate	\$168.00
Sewer Usage based on 270 m³ X \$0.69 =	\$186.30
Total Average Annual Bill	\$611.70

Question 2:

Q. If my property is only serviced with municipal water, what will I be charged?

A. You will be charged the base water rate of \$144.00 annually and the metered usage rate of \$0.42/m³.

Question 3:

Q. If my property is not serviced by municipal water and sewer services, does the proposed Metered Water Billing System program affect me?

A. If there are no municipal services available, the Metered Water Billing System Program will not affect you. If you have municipal services available and have chosen not to hook the available services up, the program will affect you.

Question 4:

- Q.** Given the municipal tax base can no longer financially support water and sewer operations, will I be provided with a breakdown of accounting related costing of the proposed Metered Water Billing System program?
- A.** **In Wasaga Beach, the water and sewer usage and maintenance fees have traditionally been user pay and has no impact on the tax base. Under the Ontario Regulation 453/07 Section 2 of the Financial Plans, the municipality must make the Town's water and sewer plan available to the public by way of communication through the Town's website or updates. Additionally, the Town is required to report financial plans to the Ministry of Municipal Affairs and Housing.**

Question 5:

- Q.** What is the Provincial legislation that requires water and sewer rates must pay for the cost of providing the service?
- A.** **In December 2001 the Ontario government proposed the Sustainable Water and Sewage Systems Act (Bill 155). This legislation was then re-introduced by the Ministry of the Environment as Bill 175 in September 2002. In December 2002 this Act was passed by the Ontario Legislature.**

The goal of Ontario's Sustainable Water and Sewage Systems Act, 2002 (SWSSA) is to ensure that municipalities can finance essential water and sewer services and ensure clean, safe drinking water. The Act makes it mandatory for municipalities to assess the costs of providing water and sewage services, and to recover the amount of money needed to operate and maintain them.

Question 6:

- Q.** Why have the water and sewer rates increased to \$611.00 from \$401.76.
- A.** **The Town is mandated by the Province of Ontario under the Sustainable Water and Sewage Systems Act (SWSSA) to financially plan and budget for future replacement costs of existing infrastructure. The last increase to water and sewer rates was April 1, 2005.**

Question 7:

- Q.** Can you provide me with a report or study that explains the reasoning behind water conservation and the overall Metered Water Billing System?
- A.** **On a yearly basis the Town prepares a Water and Sewage Capacity Assessment Report. This report can be accessed on the Town's website or review in person at the Town of Wasaga Beach municipal office.**

Question 8:

- Q.** What if I feel my bill is too high due to a faulty meter?
- A.** Water meters can malfunction, particularly as they get older. However, they normally run slower not faster with age. With advance notice, a bench test of your meter can be scheduled. A deposit of \$ 25.00 is required. If the meter over registers, your deposit will be refunded and an appropriate adjustment will be made. If the meter tests correctly or under registers, the deposit is forfeited to cover cost of the test.

Question 9:

- Q:** What can I do to decrease my consumption?
- A:** Use a low flow shower nozzle. According to Environment Canada, a low flow showerhead can decrease one's consumption by 50% or more. Additionally, make sure you are doing a full load of laundry and the dishwasher is full when you use it. Installing low flow shower nozzle and/or low flow toilets are also good ways to conserve water.

Question 10:

- Q:** How do I test for leaks?
- A:** 90% of leaks in residential plumbing are found in the toilet tank. One simple test is to add colouring or dye test tablets in the tank. Within ten to fifteen minutes the colouring will appear in the toilet bowl if a leak is present. Dye test tablets can be found at various hardware stores and food colouring can be found in your local grocery store. To perform a test on the entire household, simply read the meter before going to bed, recording all of the digits and the exact position of the tenth column. Do not use any water before returning in the morning to read the meter again. If no water was used and the reading is different, this confirms that you have a plumbing leak and should proceed to identify the fixture(s) that is the source.

Inspect any fixtures that are connected to your water supply including, but not limited to:

- Household taps (inside and out)
- Water-cooled air conditioners
- Humidifiers
- Underground lawn sprinkler systems