

June 2018

Water Bill information BULLETIN

Town of Wasaga Beach | 30 Lewis Street, Wasaga Beach, ON | (P) 705-429-3844 | (F) 705-429-6732



Enclosed is your water bill for the months of March and April 2018. If your water bill indicates a balance forward, it's important to note that interest has been calculated to the current billing date. Interest will be applied at 1.25% on the first day of each month thereafter. For your convenience, your water bill can be paid in the comfort of your home through online banking.

Message from the Mayor

We are now well into spring and the official start of summer is just around the corner.

Everywhere I travel in town, I see people getting gardens ready, mowing their lawns, sweeping the driveway; it's clear we are glad to see the warmer weather finally upon us.

In April, at the Home and Garden Show, presented by the Wasaga Beach Lions Club, I ran into several people who were busy checking out the exhibits, planning their spring and summer projects. This wonderful event is always a great spot to get ideas for around the house and yard.

As you might have witnessed, municipal staff have been busy this spring getting our town ready for the warm weather. Staff in our Public Works Department have been sweeping roads and sidewalks, inspecting parks, and getting playing fields prepared for local sports teams.

I am pleased to tell you the Wasaga Skate Park had new equipment installed recently and soon the tennis courts at Oakview Woods will be refurbished.

This spring and summer are shaping up to be a busy time in Wasaga Beach. There are a number of fun events that I wish to draw to your attention.

Our annual Waterfront Festival is happening over Father's Day weekend, June 16-17. Events include sandcastle building, Kite Fest, musical entertainment, and much more.

The Snowbirds, Canada's famed military aerobatic team, will perform in Wasaga Beach June 23-24. It's such an honour

and a privilege for us to welcome to our community these distinguished members of the Canadian Armed Forces.

Music in the Main Street Market returns at 1 p.m. on June 30 and runs Fridays and Saturdays throughout the summer.

Jazz and More in the Park starts at 7 p.m. on July 3 at the RecPlex and runs Tuesdays throughout July and August.

Other events to look for this summer include Movies in the Market and our Canada Day festivities, as well as the midway, which will be in town July 6-15. Canada Day weekend we have Shawn Desman on June 30 and on July 1 there will be a variety of family entertainment, including fireworks.

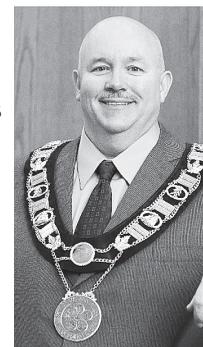
You can learn more about our spring and summer line-up by visiting the Special Events section of our town website at www.wasagabeach.com.

Please know that I or other members of council are always willing to chat about any ideas or concerns you might have regarding the town. I can be reached at 705-429-3844, ext. 2225, or you can e-mail me at mayor@wasagabeach.com.

In closing, I want to say what an honour and a privilege it is to serve as your mayor.

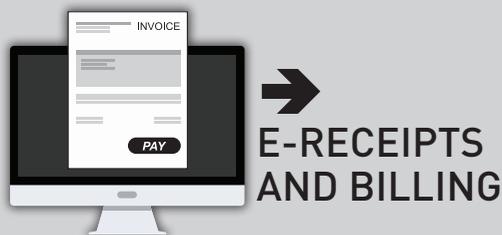
Sincerely,

Brian Smith
Mayor.



Please contact the Water Clerk at (705) 429-3844 ext. 2245 if you experience any of the following:

- If the property was **occupied** during this billing cycle but both the **Previous and Current Read are the same**.
- If the current bill reflects 'Flat Rate Residential' water/sewer rates.



Now when you visit Town Hall to make a payment you can receive your receipt via email. Ask a Customer Service Representative for further details.

The town is also offering paperless water and tax bills.

Sign up for e-billing and receive your bills via e-mail. If you would like to sign up for this option please e-mail ebilling@wasagabeach.com and include the following:

- 1 The subject line should state the municipal property address, starting with the street name. For example, Main Street 123.
- 2 The body of the e-mail should state your name and phone number.
- 3 The e-mail must come from the e-mail address you want the bill sent to.

If you have questions, call us at 705-429-3844.

Water turn on

Do you need the water turned on at your home or cottage? Please call Public Works at 705-429-2540, ext. 2305 or email: h.kenney@wasagabeach.com. Appointments are typically booked Monday to Friday, between 7:15 a.m. and 11:30 a.m. or 1:15 p.m. and 3:30 p.m. Fees charged for the service will be in accordance with the current Rates & Fees By-law and will be applied to your water bill.

2018 rate increase for water and wastewater

At its meeting on Jan. 30, 2018, council passed a bylaw for a 1.5% rate increase beginning Feb. 1, 2018. The current water bill reflects the increase for both base and consumption rates. This increase will mean an additional \$8.48 per year for the average user (depending on your consumption patterns you may experience a higher or lower increase). A copy of the Water/Wastewater Study and the public presentation is available on our website at www.wasagabeach.com or by contacting the Treasury Department at 705-429-3844, ext. 2241.



Follow us on social media

If you use Facebook and Twitter then please follow us for accurate information about the Town of Wasaga Beach. On Facebook, you can find our page by searching for "Town of Wasaga Beach," and on Twitter our handle is @WB_Media. We share information almost daily.



In print

Each week the Town of Wasaga Beach publishes information in The Sun newspaper. Please make a point of reviewing the town pages. You'll find information about meetings, tender notices, programs, and much more. The information changes weekly so please review each edition.



On the web

Our website can be found at www.wasagabeach.com. On the site you'll find all kinds of information, including agendas, how to reach members of council, news releases, contact details for departments, and schedules for town sanctioned community events. There's also a link to Rogers Television, where you can watch recorded council meetings. Check the site regularly to stay up-to-date on the town.



YouTube

Our Coordinated Committee meetings, and our Committee of the Whole meetings, are available for viewing on our YouTube channel. Search "Town of Wasaga Beach" to find the channel and the meeting you wish to watch.



Call us!

Need help with something related to the town? You can call us and one of our customer service representatives will direct you to the right department. Our friendly and knowledgeable staff can be reached by telephoning 705-429-3844.

Alternative formats of this newsletter are available upon request.

Lawn watering restrictions now apply

Lawn watering restrictions are in place throughout town from April 15-Oct. 15. Watering is permitted between 5 a.m. and 9 a.m. and from 5 p.m. to 9 p.m. for even numbered homes on even numbered days and for odd numbered homes on odd numbered days. For more information, call town hall at 705-429-3844.

Get your Resident Parking Permit!

Parking permits are now available for the 2018 year.

A Resident Parking Permit is designed to offer access to municipal parking lots at a cost of \$22.60 per permit.

The permit is an exemption from paying the parking fee only. All other provisions of the Parking Bylaw still apply.

Where can you get a permit? They are issued by the Treasury Department at the Water and Tax Counter at town hall. Residents must apply in person Monday to Friday, between 8:30 a.m. and 4:30 p.m.

Please bring the following pieces of information when applying for a permit:

- **Property Owner:** A valid photo identification issued by the Province of Ontario (such as a Driver's Licence or Health Card) or a current year tax bill;
- **Not the property owner:** A valid photo identification issued by the Province of Ontario, which must confirm your address (such as a Driver's Licence) and a copy of the lease agreement for the leased modular home site. Or, a valid photo identification issued by the Province of Ontario, which must confirm your Wasaga Beach address (such as a Driver's Licence) and a letter from the property owner authorizing the occupant to obtain the permit instead of the property owner.

How many permits can you obtain? Owners/tenants of a rental property in Wasaga Beach may obtain one permit only for the property. Parking permits are valid during the period May 1 to Oct. 8, 2018. Permit holders properly displaying the permit are exempt from paying for parking Monday to Sunday from 8 a.m. to 2 a.m. in municipal lots.

For more information, call the municipal bylaw office at 705-429-2511.

Water conservation rebates

The Town of Wasaga Beach has a water conservation rebate program.

When you install a low flow or dual flush toilet you are eligible for a \$70 rebate. Residents who install a rain barrel can get a \$30 rebate.

Please note that only property owners on municipal water are eligible for the rebate. You can find rebate forms at www.wasagabeach.com or pick one up at town hall at 30 Lewis St. Applicants must include copies of receipts indicating that they purchased the particular item. Completed forms and supporting documentation can be presented at town hall.

The rebate will be applied to your next water bill.

Ransomware

Recently the Town of Wasaga Beach computer system suffered a ransomware attack that locked its data from use by town staff.

Since that time the town believes it has resolved the situation. However, the attack did delay us in issuing water bills and this related newsletter.

If you have concerns about your bill, please contact the Treasury Department at 705-429-3844.

We understand and share the public's concern about the access to personal information. At this point we do not believe that personal information on the computer system has been accessed by anyone.

Water Billing Schedule:

Due Date:	Billing Period:
mid-April 2018	January – February 2018
late-June 2018	March – April 2018
mid-August 2018	May – June 2018
mid-October 2018	July – August 2018
mid-December 2018	September – October 2018
mid-February 2019	November – December 2018

** Please note where the set due dates noted fall on a holiday or weekend the payment due date is defined as the next business day.*