

The Region's ReThink Water initiative ensures the safety and quality of Halton's drinking water for all residents to enjoy. It also encourages everyone to conserve water and protect our natural water resources.

Visit halton.ca/water to learn more about:

- Indoor water efficiency
- Outdoor water use
- Rain Barrel Program
- Toilet Rebate Program



Halton Region Emergency Water Services*

Halton Region provides an emergency service, 24 hours a day, seven days a week to support:

- Blocked sewer pipes
- Major leaks on our system or at your meter/control valve
- Sudden loss in water pressure
- Tap water quality concerns
- Frozen water pipes

** Cost of repairs within property boundaries are the homeowner's responsibility.*

To request service, please dial 311.

Important water billing facts

Property owners are responsible for all water charges for their property, including their tenants' use.

Your water meter determines property water consumption. If the meter stops working or shows a low reading, your bill may be estimated until a new meter is installed.

For more information about Halton Region's billing rates and policies, visit halton.ca/water or dial 311.

** If you have specific questions about your bill, please contact your local hydro utility.*

2017 Water and Wastewater Rates

Halton Region provides safe, high-quality drinking water to residents—24 hours a day, seven days a week. We are committed to strategic reinvestment in our water and wastewater infrastructure to ensure it remains in a state of good repair.

Halton's water and wastewater rates support:

- safe, high-quality drinking water that meets or exceeds all provincial standards;
- wastewater services that meet the needs of the community and protect the environment; and
- well-planned and sustainable infrastructure.



halton.ca ☎ 311



Water and Wastewater Rates

Effective January 1, 2017

(Charges in the tables below are in monthly terms)

Fixed service charge based on water meter size*

Meter Size	Residential (\$)	Commercial/ Industrial (\$)
20 mm or smaller (3/4" or less)	28.53	28.53
25 mm (1")	49.69	92.56
40 mm (1-1/2")	88.36	151.98
50 mm (2")	205.84	332.43
75 mm (3")	374.83	592.60
100 mm (4")	649.11	1,013.30
150 mm (6")	1,665.48	2,574.77
200 mm (8")	2,681.88	4,136.49
250 mm (10")	3,300.30	5,167.92

* the size of your meter is identified on your bill

Usage charges per cubic metre (1m³ = 1,000 litres)

Consumption Blocks		Residential (\$)	Commercial/ Industrial (\$)
From	To		
0 m ³	80 m ³	2.3456	2.3456
Greater than	80 m ³	1.0586	2.3456

In 2017, Halton Region will implement a single-rate structure to ensure that residents' water and wastewater bills are straightforward and transparent while encouraging water conservation.

Previously, residential customers did not pay wastewater charges after the first 60 m³ of water consumption per month. The new rate structure will phase out this wastewater cap over the next four years. The previous 60 m³ cap will change to 80m³ in 2017; 90m³ in 2018; 110m³ in 2019; and will be fully removed in 2020. This change will only affect residential customers using more than 60 m³ of water per month. To learn more, visit halton.ca/budget.

Understanding your residential water bill

Halton Region is responsible for the delivery of safe drinking water to your home as well as the disposal of your wastewater. Halton Region sets water and wastewater rates based on the annual Council-approved Budget and Business Plan to support the operation and maintenance of our water and wastewater system.

To be as efficient as possible, Halton Region partners with your local hydro utility. Your local hydro reads your water meter and bills you for your charges on our behalf.

How your bill is calculated

Your bill is calculated by adding your monthly fixed-service charge (based on meter size) to your consumption charge (based on your water usage). Bills are issued bi-monthly.

Here is an example for a residential customer who has a meter that is 20 mm or less and used 25 m³ per month.

	Meter Size	Monthly Usage	Monthly Charges	Bi-monthly Billing (x 2)	Total Per Bill
Fixed service Charge	20 mm		\$28.53	\$28.53 x 2	\$57.06
Usage charge		25 m ³	x \$2.3456 = \$58.64	\$58.64 x 2	\$117.28
Total Bill					\$174.34

2017 Water and Wastewater Rate Increase

How the 2017 rate increase will be used

Effective January 1, 2017, your water rate will increase by 5.1 per cent. This increase supports:

- operations and maintenance to keep our drinking water safe and of the highest quality (1.6 per cent); and
- capital financing of the State-of-Good-Repair Program and the rate revenue and structure adjustments (3.5 per cent).