

Enjoy Halton's safe, high-quality drinking water.

Conserve and make water efficiency part of your everyday life.

Protect this valuable resource for the future.

For more information on Halton's drinking water and water efficiency tips, visit halton.ca/rethinkwater.

RETHINK
WATER



Enjoy Conserve Protect



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 call 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 call 311.

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

2018 Water and Wastewater Rates

Halton Region provides safe, high-quality drinking water to residents—24 hours a day, seven days a week. Through strategic reinvestment in our water and wastewater infrastructure, we help 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, 2018

(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)	29.61	29.61
25 mm (1")	51.57	95.94
40 mm (1-1/2")	91.70	157.53
50 mm (2")	213.61	344.56
75 mm (3")	388.99	614.22
100 mm (4")	673.62	1,050.26
150 mm (6")	1,728.38	2,668.70
200 mm (8")	2,783.15	4,287.38
250 mm (10")	3,425.79	5,356.44

* The size of your meter is identified on your bill.

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

Consumption blocks		Residential (\$)	Commercial/Industrial (\$)
From	To		
0 m ³	90 m ³	2.4342	2.4342
Greater than	90 m ³	1.1189	2.4342

In 2018, residential customers will not pay wastewater charges after the first 90 m³ of water consumption per month.

Halton Region began phasing out the wastewater cap in 2017 to help ensure that residents' water and wastewater bills are straightforward and transparent. The cap will increase to 110 m³ in 2019 and will be removed in 2020.

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.

Halton Region partners with your hydro utility to produce a combined bill for your household's hydro and water charges. Your water charges are listed on your hydro bill every two months.

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.

The table below illustrates an example of the bi-monthly charges for a residential customer who has a 20 mm meter and has used 50 m³ of water:

	Rate (\$)	Quantity	Total (\$)
Fixed service charge	29.61/month	2 months	59.22
Consumption charge	2.4342/m ³	50 m ³	121.71
Total bill			180.93

2018 water and wastewater rate increase

How the 2018 rate increase will be used

Effective January 1, 2018, your water rate will increase by 3.8 per cent. This increase supports:

- operations and maintenance to keep our drinking water safe and of the highest quality (0.7 per cent); and
- capital financing of the State-of-Good-Repair Program (3.1 per cent).