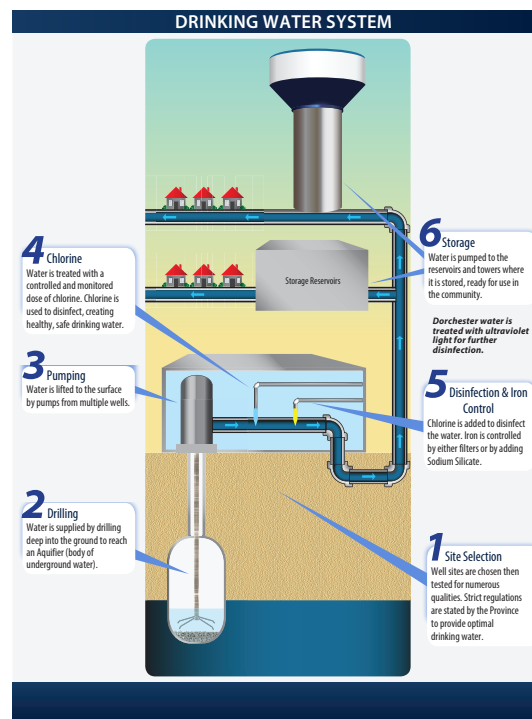


## Changes to Water, Wastewater & Storm Sewer Rates

Water, wastewater and storm sewer fees pay for the day-to-day operation and long-term maintenance of water system. They ensure that we have safe, clean and reliable water supply, proper wastewater treatment and well-maintained infrastructure to protect water quality and lower risk of flooding.

Council approved the Municipality of Thames Centre's Water and Wastewater Rate Study prepared by Watson & Associates, dated May 14, 2020. This study contained the recommended 2021 to 2029 rates required to achieve full cost recovery which includes costs such as electricity and supplies. It is important to remember that legally all of costs associated with the water and wastewater systems must be paid for by users.

There are no changes to the 2024 water or wastewater rates. There was an annual CPI increase of 3.8% to the Storm Sewer rate.



## How much will I pay every 2 months in 2024?

### 2024 Water Rates

Item Charge / Billing (2 months)	Water
Fixed Fee - Base Rate	\$42.00
Block 1 Volume 0 - 50 m3	\$2.29
Block 2 Volume over 50 m3	\$3.11
Fixed Fee - Fire Protection, Unserviced Properties Only	\$16.81
Fixed Fee - Life Cycle Charge	\$24.05

### 2024 Wastewater Rates (Including Catherine Street)

Item Charge / Billing (2 months)	Wastewater
Fixed Fee - Base Rate	\$58.50
Constant Rate per Cubic Meter	\$3.61

**To have regard for outdoor water use that does not enter into wastewater system, summer wastewater billing continues to be capped at a maximum of 50 m3 for the months of July and August.**

### 2024 Storm Sewer Rates

Item Charge / Billing (2 months)	Storm Sewer
Fixed Fee - Life Cycle Charge	\$11.79

## Backflow Prevention By-Law 6-2019

Every owner of a property connected to the municipal drinking water system that also has one of the following **MUST** complete and forward to the municipality a **Cross Connection Survey**:

- any auxiliary water supply
- private well
- lawn sprinkler or irrigation system
- fire protection system
- any other condition inside a building or structure that may be hazardous or detrimental to the water system

Every owner of a property who has a BACKFLOW PREVENTER located on their property shall ensure that:

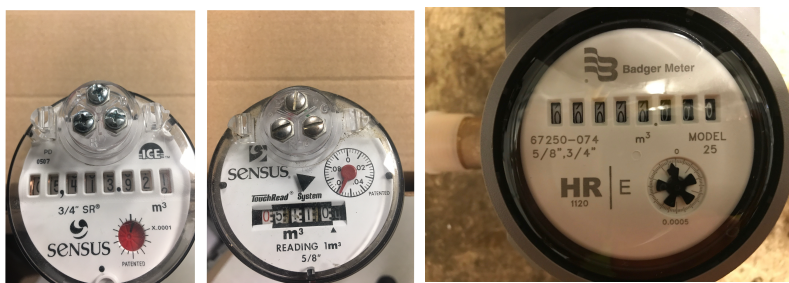
- such device is tested by a Cross Connection Control Specialist when it is first installed and **ANNUALLY** thereafter
- a **Backflow Prevention Device Survey Report** is completed and forwarded to the municipality

Thames Centre **Cross Connection Survey Form** and **Backflow Prevention Device Test Report** can be downloaded from our website at:

[www.thamescentre.on.ca/services/residents/water-services](http://www.thamescentre.on.ca/services/residents/water-services)

## How to Detect for Leaks

1. The best way to determine if you have a leak in your plumbing system, is by first checking your water meter. Typically, you will find the water meter in the basement at a wall closest to the street or the front of the house. Fixing leaks will not only lower your water bill, but will also help preserve our limited precious water resources for future generations.



### Use Your Water Meter

1. Make sure no water is being used inside or outside of your house.
2. Locate your water meter and check the leak indicator to see if it is moving. Depending on the brand of your meter, the leak indicator could be a small triangular shaped dial or a small black wheel that rotates when water is flowing through the meter. If the dial is moving (even slowly) chances are, you have a leak.

3. Or you can also take a meter reading and wait 1 or 2 hours and take another meter reading (make sure no water is used during this time). If the reading has changed, you have a leak.

### Where/What is causing my Leaking?

After you have determined that you have a leak, the next step is to determine if the leak is from a plumbing fixture (toilet, water softener, hot water heater, furnace humidifier) or broken/split pipe inside the house.

1. Locate your home's main shut off valve and shut off the water at the valve. Typically, you will find the shut off valve and water meter in the basement at a wall closest to the street and/or the front of the house.
2. Shut off the supply valve to one fixture at a time (ie. toilet supply line) then check the leak indicator for movement or use the meter reading method, making sure not to use any water during this period. If the leak indicator stops moving or there is no change in the meter readings, then you have identified the leaking fixture.
3. If the leak indicator continues to move or there is a change in the meter readings, then continue to the next fixture and repeat the second step.
4. If you are still unable to locate the leak, you may need to call a plumber.

### Moving?

Please advise the water department of any change in name or address. You are responsible for all charges incurred while account is in your name.

Contact Sherri - email: [sridsdale@thamescentre.on.ca](mailto:sridsdale@thamescentre.on.ca) | phone: 519-268-7334 ext. 229