



## Water and Wastewater Rates Effective April 1, 2023

### VOLUMETRIC CHARGES

Water	Wastewater	Combined
\$ 1.314 per m <sup>3</sup>	\$1.518 per m <sup>3</sup>	\$2.832 per m <sup>3</sup>

### MONTHLY FIXED CHARGES (based on meter service size)

Meter Size	Water Rate	Wastewater Rate	Total Rate
5/8" x 3/4"	\$21.99	\$24.82	\$46.81
1"	\$32.99	\$37.23	\$70.22
1 1/2"	\$82.47	\$93.08	\$175.55
2"	\$153.94	\$173.75	\$327.69
3"	\$302.38	\$341.30	\$643.68
4"	\$527.80	\$595.72	\$1,123.52
6"	\$1,033.61	\$1,166.61	\$2,200.22
8"	\$1,737.34	\$1,960.90	\$3,698.24
10"	\$2,496.05	\$2,817.25	\$5,313.30

## Water Billing Information

At zero consumption the minimum billed bimonthly is \$93.62 for fixed water and wastewater charges, which is based on a 5/8" x 3/4" size meter. The fixed charges fund the recovery costs for the maintenance and replacement of watermain and sewer infrastructure.

On average two adults in a residential property consume 10 m<sup>3</sup> each bimonthly. An average water bill for two adults in a residential property is approximately \$150.26 bimonthly.

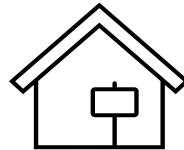
*Visit our website for more information on the 2023 Schedule of Fees.*

## Customer FAQ's

### What is the cost to fill a pool or a hot tub?



Our online Water Bill Calculator can help you estimate the volumetric charges for both water and wastewater to fill your pool or hot tub. Determine the volume of water needed to fill the unit in cubic metres ( 1,000 litres = 1 cubic metre), select your meter size and enter the m<sup>3</sup> into the Water Bill Calculator. *\*Rebates are not offered on your bill.*



### How do I report my move?

Owner water accounts require a Letter of Notification from your lawyer with the property sale information. A copy of the deed will be required to update both the Water and Property Tax Accounts. Notification can be sent to [water@niagarafalls.ca](mailto:water@niagarafalls.ca). Tenants can report a move to the Water Billing Department by email or phone.

Please ensure accurate contact information and a valid forwarding address is provided to our office for your final bill.



### Why is my consumption estimated?

If we are unable to retrieve a water meter reading for any reason a repair of your water meter may be required, and your consumption may be estimated. To avoid estimated consumption which can result in a high catch-up bill, report your water meter reading and contact the water billing department to coordinate a meter repair appointment by phone, email or online through the MyCity Dashboard.



## Water Leak Detection Guide

*Did you know even a small leak can result in up to \$11.33 of additional consumption per day?*

It is recommended to perform routine consumption checks to address unintended water usage. If you do have a leak the additional consumption will result in a higher utility bill.

### Common causes of leaks:

- Faulty Toilet valve/float
- Running Toilet
- Interior/Exterior Tap(s)
- Irrigation System
- Large Appliances(s)
- Furnace Humidifier
- Water-cooled Air Conditioner
- Heat Pump



1/16" hole

- Can waste 4 m<sup>3</sup> of water in 24 hours, or up to 240 m<sup>3</sup> in 60 days

1/8" hole

- Can waste 14 m<sup>3</sup> of water in 24 hours, or up to 840 m<sup>3</sup> in 60 days

3/16" hole

- Can waste 32 m<sup>3</sup> of water in 24 hours, or up to 1,920 m<sup>3</sup> in 60 days

*Even a small 1/16" leak source could result in up to \$315.36 in water volumetric charges and \$364.32 in sewer volumetric charges in one billing period.*

## MyCity Dashboard

*Online access to your account anytime, anywhere!*

Simply create a profile and add your water account information for immediate access to:

- View an account balance, as well as transaction and consumption history.
- Download and print a copy of a bill.
- View your next bill date and due date.
- Report a move, meter reading, mailing address change or to sign up for e-billing.
- Make a payment using your credit card (convenience fee will apply).



## NEW! Request a Water Meter Inspection before a Property Sale.

To prepare for your upcoming property sale or purchase, a Water Meter Inspection can be performed to ensure water meter compliance and to avoid any unexpected reluctant charges on your water bill. Please note there is a \$50 service fee for this inspection. **Contact Water & Wastewater Services for more information or to book an inspection by calling extension 6322.**

### Contact Us



### Water Bill Inquiries

905.356.7521 ext. 4347  
water@niagarafalls.ca

### MyCity Dashboard

niagarafalls.ca/dashboard

### Property Tax Inquiries

905.356.751 ext. 4400  
taxes@niagarafalls.ca

### 24 Hour Emergency Water and Sewer

905.356.1355

### Website

niagarafalls.ca