

## Water bills pay for 3 essential services for St. Catharines Residents

- ✓ Delivery of clean drinking water
- ✓ Wastewater treatment
- ✓ The infrastructure and maintenance of the City's Wastewater and Water systems.

## Current Rate Schedule

### Base Charges Per Month

Water \$14.75

Wastewater \$11.25

### Usage Charges Per Cubic Metre

Water \$1.372

Wastewater \$2.027

Base Charges represent the cost of Watermain and Sewer Replacement Programs.

# 2021 Water and Wastewater Rates

City Council passed the Water and Wastewater Budget on February 22, 2021. New water and wastewater rates are effective for billing periods ending on or after March 1, 2021.

The City's current rate structure is a combination of fixed and volumetric charges. The fixed portion is calculated to recover the costs of the watermain and sewer replacement programs. The remainder of the costs are recovered through the rate portion.

On average, 63% of each water bill paid to the City covers the Region of Niagara's water costs. There is a shared responsibility for the treatment and distribution between the City and the Region. The City acts as a wholesaler in the distribution of water to the consumer.

### Average Consumption Calculation of a Regular Four-Month Bill

60 CMs x 1.372 + \$59 = \$141.32

**Watermain Replacement Charge**

60 CMs x 2.027 + \$45 = \$166.62

**Sewermain Improvement Program**

**Total Water and Wastewater Bill = \$307.92**

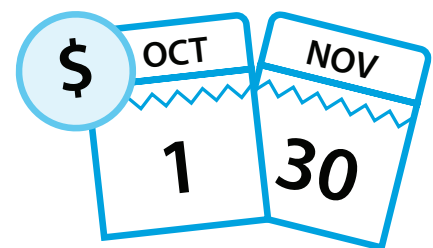


- \$104.00 is the minimum amount for service (per 4-month period) regardless if any water is being consumed at the property or not.
- An average household may use 170 CMs per year.
- Metric Conversion: 1 Cubic Metre (CM) = 220 Gallons or 1,000 Litres

## Annual Account Credit for Low Income Seniors Water/Wastewater Senior Credit Program

The account credit is available based on the following qualifications

1. Owner/Tenant is a City of St. Catharines water customer and annual bill exceeds \$100.00.
2. Owner/Tenant resides at the property.
3. Property is in the single family residential classification.
4. Owner's/Tenant's water and tax accounts are current, not in arrears.
5. Owner/Tenant is age 65 or over.
6. Owner/Tenant receives the Federal Government Guaranteed Income Supplement.
7. Valid tenant mailing contract in effect for a minimum of 1 year.
8. Proof of payment and current lease agreement.



If the above qualifications are met, the ratepayer may be eligible for a \$100.00 account credit. **Applications will only be received between October 1 and November 30 each year.** The credit is posted to the water account in January of the following year and reflected on the next regular bill. Applications can be downloaded from [www.stcatharines.ca](http://www.stcatharines.ca) or picked up at City Hall between October 1 and November 30.

## Charges and Fees

Administration Fee for New Account	\$32.30
Final Demand/Non-Compliance Fee	\$21.55
Water Bill Added to Taxes (Collection)	\$37.65

### Larger Meter Rental Rates (provided upon request)

Water Certificate	\$66.25
Duplicate Copy of Water Account	\$10.80

Water meter sizes 1" and greater are subject to a meter equivalency charge except if Single Family Residential classification. Full details upon request.

## Service Calls for Water Turn Off/On

Residential Regular Rate (Mon. - Fri., 7 a.m. - 7 p.m.)	\$85.00
Residential Overtime Rate	\$120.00
Non-Residential Regular Rate	\$150.00
Non-Residential Overtime Rate	\$285.00
Water Meter Bench Test	\$150.00
Frozen Water Meter Replacement (up to 2" meter size minimum charge)	\$375.00
Lost/Stolen/Broken Meter of any size	Actual Cost

## Did you know

- The amount of water which can pass through a residential 5/8" meter is 16 gallons per minute, or 4.36 CMs per hour, equalling approximately \$14.82 per hour.
- A residential water meter can not run fast or over-register. Water flows through the piston and transmits through a gearing system to the register, which records the flow in units. The reading is dependent on the number of operations of the piston. New meters are calibrated in the factory and guaranteed for accuracy. Under-registering is usually what occurs as a meter ages.
- Since 2014, automated meters are being installed on a phased in approach. If you have one of these new radio read meters, it is no longer necessary to send in meter readings.
- Returning your meter reading as requested avoids estimated bills which may ultimately lead to a high catch-up bill. Phone, mail or use our online web form. See reverse for more details.

## Contact Us



### Billing Inquiries and Ownership Changes

905.688.5600 | 905.688.4TTY (4889)

### 24 Hour Emergency Water and Sewer

905.935.3813

### Email

[citizensfirst@stcatharines.ca](mailto:citizensfirst@stcatharines.ca)

## Check for leaks, it could be costing you money



Inspect all fixtures that are connected to your water supply including, but not limited to:

- ✓ Toilets
- ✓ Household taps (inside and out)
- ✓ Water-cooled air conditioners
- ✓ Furnace humidifiers
- ✓ Underground lawn sprinkler systems
- ✓ Water softeners

## Water costs money, let's work together to reduce waste







We recommend checking your consumption on a monthly basis.

**Did you know**, the smallest leak may result in over \$316.96 per month.

$373 \text{ CMs} \times \$1.372 + 373 \text{ CMs} \times \$2.027$   
**= \$1267.83 Total Consumption**  
in 4 months

## Water running at 60 psi water pressure



Diameter of stream	Cubic Meters over 4 Month Period
 1/4"	5967
 3/16"	3361
 1/8"	1487
 1/16"	373

## Online Water Meter Reading Submission

[www.stcatharines.ca/WaterMeters](http://www.stcatharines.ca/WaterMeters)

## Website

[www.stcatharines.ca](http://www.stcatharines.ca)

# Understanding your City of St. Catharines Water and Wastewater Bill

Return this portion with your payment

50 Church St, PO Box 3012  
St. Catharines ON L2R 7C2  
Tel: 905.688.5600  
TTY: 905.688.4TTY (4889)  
www.stcatharines.ca

## WATER / WASTEWATER BILL

Account Number: 99999

Service Location: 1234 ANYWHERE ST

Due Date: March 31, 2021  
Amount Due: \$307.94  
Amount Paid: PRE-AUTHORIZED PAYMENT PLAN

Penalty of 1.5% is added on the first day of default and on the first of each month until paid.

DOE JOHN  
DOE JANE  
1234 ANYWHERE ST  
ST CATHARINES ON L0V N1T

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50 Church St, PO Box 3012  
St. Catharines ON L2R 7C2  
Tel: 905.688.5600  
TTY: 905.688.4TTY (4889)  
www.stcatharines.ca

## WATER / WASTEWATER BILL

Account Number: 99999

Service Location: 1234 ANYWHERE ST

Access Code: ABCD1234

Notes: IMPORTANT MESSAGES WILL APPEAR IN THIS BOX.

	Base Charges	Usage Charges	Total
Water - ACTUAL	\$59.00	\$82.32	\$141.32
Wastewater	\$45.00	\$121.62	\$166.62
Other			
Total Current Bill:			\$307.94
Arrears/Credits as of			Aug 12, 2020 \$0.00

Current Rate Schedule

	Base Charges	Usage Charges
Water	\$14.75	\$1.372
Wastewater	\$11.25	\$2.027

Note: Base Charges represent the cost of Watermain and Sewer Replacement programs.

Meter Number	Meter Readings		Metric Consumption	No. of Months
	Previous	Current		
123456789	380	440	60	4

Amount Due: \$307.94

PRE-AUTHORIZED PAYMENT PLAN - DO NOT PAY

Due Date: March 31, 2021

Penalty of 1.5% is added on the first day of default and on the first of each month until paid.

Billing Period End Date: March 1, 2020

Please see reverse side for further information

1. Current owner and mailing address.
2. Account number and service location.
3. Total amount due and due date.
4. Access Code to register for e-billing. Visit [stcatharines.ca/ebilling](http://stcatharines.ca/ebilling).
5. Customer messages display box. Can include estimated or cancelled and reissued bill information.
6. Current Water and Wastewater Rate Schedule.
7. Breakdown of services provided. Both the Water and Wastewater portions are identified. Details include the Base and Usage charges. The base charges are a fixed amount per month. The usage charges are calculated using Rate X Consumption. See current rate schedule.
8. Current billing period meter readings and consumption details. The number of months in the billing period is provided (normally 4 months).
9. This area indicates if you are currently enrolled in our Pre-authorized Payment Plan.
10. The reverse side of the bill provides payment location and contact information.

## Online form to enter a meter reading



Once you've read the water meter, visit [www.stcatharines.ca/WaterMeters](http://www.stcatharines.ca/WaterMeters). You'll need your account and meter number, found on your water/wastewater bill or meter card.

## What is my reading?

A meter reading reflects the amount of water consumed. If the water meter has 5 digits and a tenths digit (the number in black), include the tenths in your submission. Based on the **Example A**, the reading to enter would be **037200**. If the meter shows more than 1 digit after the decimal, include only the first digit (the tenths) to the right of the decimal. In **Example B** the reading to enter would be **00314.988**.

