



Current rate schedule

Base charges per month

Water \$15.75

Wastewater \$15.50

Usage charges per cubic metre

Water \$1.467

Wastewater \$2.372

Base charges represent the cost of watermain and sewer replacement programs.

2023 Water and Wastewater Rates

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.

Including:

- 593 km of watermains
- 3,562 Hydrants
- 5,700 valves
- 41,800 services
- 568 km of sanitary sewers
- 7800 manholes

City council passed the water and wastewater budget on February 27, 2023. New water and wastewater rates are effective for billing periods ending on or after March 1, 2023.

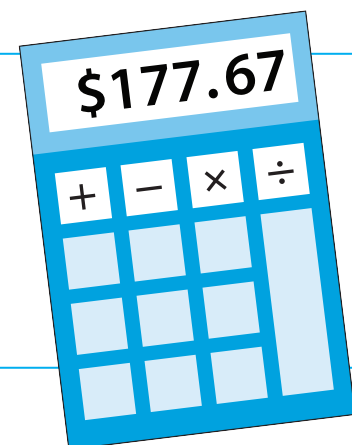
The City's current rate structure is a combination of fixed and volumetric charges. The fixed portion is calculated to recover the costs of the watermain and sewer replacement programs. The remainder of the costs are recovered through the rate portion.

Average Consumption Calculation of a Regular Two-Month Bill

30 CMs x 1.467 + **\$31.50** = \$75.51 **Watermain Replacement Charge**

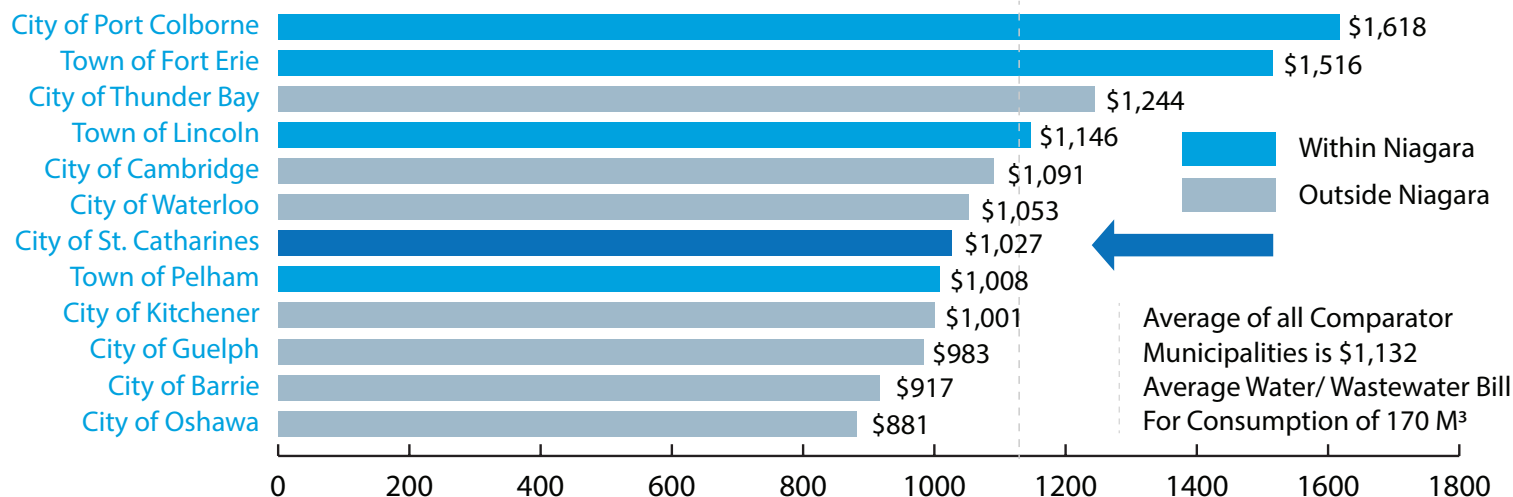
30 CMs x 2.372 + **\$31.00** = \$102.16 **Sewermain Improvement Program**

Total Water and Wastewater Bill = \$177.67



- \$62.50 is the minimum amount for service (per 2-month period) whether 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

2023 Approved Water Rates



Charges and Fees

Administration Fee for New Account	\$41.30
Final Demand/Non-Compliance Fee	\$22.55
Water Bill Added to Taxes (Collection)	\$39.40

Larger Meter Rental Rates (provided upon request)

Water Certificate	\$69.40
Duplicate Copy of Water Account	\$15.50

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.)	\$89.00
Residential Overtime Rate	\$125.70
Non-Residential Regular Rate	\$175.45
Non-Residential Overtime Rate	\$252.85
Water Meter Bench Test	\$157.10
Frozen Water Meter Replacement (up to 2" meter size minimum charge)	\$392.80
Lost/Stolen/Broken Meter of any size	Actual Cost



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

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, equaling approximately \$16.74 per hour.

Contact Us

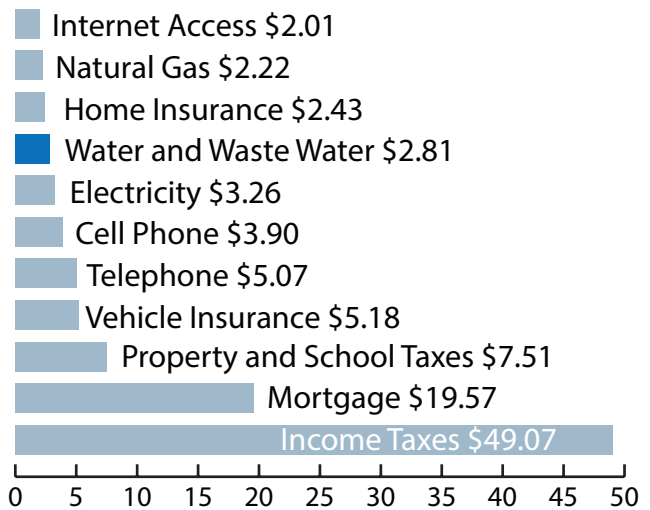


Billing Inquiries and Ownership Changes
905.688.5600 | 905.688.4TTY (4889)

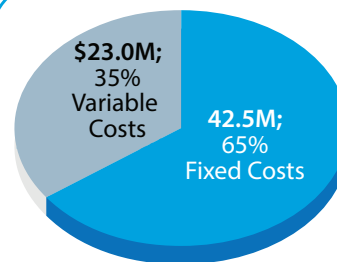
24 Hour Emergency Water and Sewer
905.935.3813

Email citizensfirst@stcatharines.ca

Daily Household Cost Comparison for Ontario

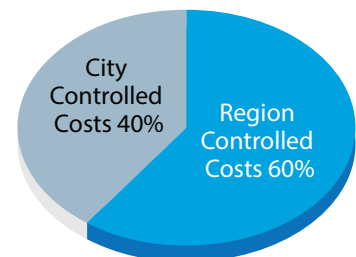


Source: Statistics Canada Ontario Household spending 2019



2023 Water and Wastewater Budget

2023 Water and Wastewater Expenditures City vs Region



On average, 60% 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 Region acts as a wholesaler to the City and the City retails water to the consumer.

Online Water Meter Reading Submission
www.stcatharines.ca/WaterMeters

Website www.stcatharines.ca

Understanding your City of St. Catharines Water and Wastewater Bill

Return this portion with your payment

St. Catharines
50 Church St, PO Box 3012
St. Catharines ON L2R 7C2
Tel: 905.688.5600
TTY: 905.688.4111 (4889)
www.stcatharines.ca

WATER / WASTEWATER BILL

Account Number: 99999

45 B office use

Service Location: 1234 ANYWHERE ST

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

Due Date: April 4, 2023
Amount Due: \$177.67
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.

4 Access Code: ABCD1234

5 IMPORTANT MESSAGES WILL APPEAR IN THIS BOX.

6 Current Rate Schedule

	Base Charges	Usage Charges	Total
Water - ACTUAL	\$31.50	\$44.01	\$75.51
Wastewater	\$31.00	\$71.16	\$102.16
Other			
Arrears/Credits as of		Total Current Bill:	\$177.67
		Mar 9, 2023	\$0.00

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

Meter Number	Meter Readings	Metric Consumption	No. of Months
	Previous	Current	
123456789	470	500	30

Billing Period End Date: March 1, 2023

9 Amount Due: \$177.67

PRE-AUTHORIZED PAYMENT PLAN - DO NOT PAY

Due Date: April 4, 2023

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

Please see reverse side for further information

Keep this portion for your records

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.
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 2 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. 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**.



B 00,314.988