



Town of Arnprior

## HOW TO READ YOUR WATER BILL

- Billing Name: The **Billing Name** is the name of the person or company that receives the water bill (example: owner or tenant).
- Billing Address: The **Billing Address** is where the water bill is mailed.
- Account #: The **Account Number** is specific to each account/meter (example: 000 3106560).
- Service Address: The **Service Address** is the residence where the meter is located, and may be different from the **Billing Address**.
- Billing Date: The **Billing Date** is the date the bill was processed.
- Billing Period: The **Billing Period** is the period between the **Bill From** date and the **Bill To** date. This period is typically three months, representing quarterly billing. The Billing Period is used for purposes of charging the **Water Base Rate Charge** and the **Wastewater Base Rate Charge**, which are 'flat rates' charged on a per month basis (example: 5/8" meter size x \$7.44 per month = \$22.32).
- Bill From: The **Bill From** date is the first day of the billing period.
- Bill To: The **Bill To** is the last day of the billing period.

- Balance Forward: The **Balance Forward** is the balance of your account on the day **Billing Date**. This could be a balance owing or a credit on your account (shown by a negative in front of the dollar value).
- Metered Water Charges: The **Metered Water Charge** is the charge for the quantity of water entering the residence through the meter. The usage is charged at a specified rate (example: \$1.27/m<sup>3</sup> for the first 455 m<sup>3</sup> per month, plus \$0.76/m<sup>3</sup> for any excess over 455 m<sup>3</sup> per month).
- Metered Waste Water Charges: The **Metered Waste Water Charge** is a fee based on the water in / water out. Therefore the usage is charged the same as the **Metered Water Charge**. The usage is charged at a specified rate (example: \$1.25/m<sup>3</sup> for the first 455 m<sup>3</sup> per month, plus \$0.75/m<sup>3</sup> for any excess over 455 m<sup>3</sup> per month).
- Current Reading: The **Current Reading** is the date the meter was read. The recent billing, being July/August 2010, the current reading is July 28, 2010. This is the actual day the meter was read.
- Previous Reading: The **Previous Reading** was the reading on the previous bill, being the last meter reading. For purposes of the July/August 2010 bill, if your meter is new and was never read prior to this billing, the **Previous Reading** will be shown as 0.00. A new installation will not have a **Previous Reading**.
- Consumption: The **Consumption** is the quantity of water used. It is the difference between the **Current Reading** and the **Previous Reading**. If the **Current Reading** and **Previous Reading** dates reflect a time period other than the typical three month billing period (example: 2 months or 8 months) your water bill will likely be less or more than a typical three month bill.
- Water Base Rate Charge: The **Water Base Rate Charge** is a 'flat rate' fee based on the size of your water meter (example: 5/8" line is charged a quarterly rate of \$22.32).
- Wastewater Base Rate Charge: The **Wastewater Base Rate Charge** is a 'flat rate' fee based on the size of your water meter (example: 5/8" line is charged a quarterly rate of \$22.32).
- Current Levy: The **Current Levy** is the total of the following charges: (a) Metered Water Charges, (b) Metered Waste Water Charges, (c) Water Base Rate Charge, and (d) Wastewater Base Rate Charge.

- Account Balance: The **Account Balance** is the total of the **Balance Forward** plus the **Current Levy**.
- Amount Due: The **Amount Due** is the balance owing to the Town of Arnprior. If the **Balance Forward** is a credit greater than the **Current Levy**, your **Account Balance** may be a credit (shown by a negative in front of the dollar value).
- Quarterly Bill: The Town generally sends four bills per year to residential water users in January, April, July and October. Each bill represents approximately three months water usage. Payment is required on these bills and interest may be charged if payment is not made by the due date.
- Final Bill: Persons selling a home or cutting-off the water service must contact the Town in order to have a **Final Bill** prepared. Town staff will attend the residence to take a final reading in order to prepare a **Final Bill**.

## WATER FACTS

- Water volume or usage can be calculated in cubic meters (m<sup>3</sup>), gallons, or litres (l). The Town's new water meters are shown in m<sup>3</sup>. Conversions are as follows:

### CONVERSION TABLE

1 imperial gallon	=	0.00454609 cubic meters
1 cubic meter	=	219.9692483 imperial gallons
1 imperial gallon	=	4.54609 litres
1 litre	=	0.2199692483 imperial gallons
1 litre	=	0.001 cubic meters

- The following list provides an approximate quantity of water usage for various household events:

Bath	227 litres (50 gallons)	Dishwasher	91 litres (20 gallons) per load
Shower	9 litres (2 gallons) per minute	Dishwashing by hand	23 litres (5 gallons) per load
Teeth brushing	9 litres (2 gallons)	Toilet Flush	23-32 litres (5-7 gallons) per flush
Hand washing	4.5 litres (1 gallon)	Laundry	45 litres (10 gallons) per load

- Some leaks cannot be seen or heard. Put some food colouring in the toilet tank and wait about 15 minutes (or use a commercial dye-test product). If the colour shows up in the bowl without flushing, you have a leak. A silent leak like this can waste up to 45 litres (10 gallons) of water per hour.
- A steady drip can waste up to 55 litres (12 gallons) in just 24 hours, if not looked after, it could add up to 20,075 litres (4,416 gallons) per year.
- Only 5% of tap water in our homes is used for drinking and cooking.
  
- The average Canadians residential water use in 2009 was 329 litres per day.
- Average Canadian Water Usage (based on an average of 329 litres per day per person).
  - One month – 10 m<sup>3</sup>/month (2,171 gallons/month) per person
  - One year – 120 m<sup>3</sup>/year (26,415 gallons/year) per person
  
- Water Meters
  - New water meters were installed in all homes in Arnprior. The installation commenced in the summer 2009 and was just recently completed. In recent years however, any new home or replacement meters were installed with electronic readers.
  - The meter replacement program used the E-Coder ) R9000*i* water meter which provides high resolution, 8-digit remote water meter reading and data logging along with value-added features such as leak, tamper, and reverse flow detection.
  - The new meters:
    - Permit readings to be taken remotely, therefore Town employees will no longer need to enter your home to read meters.
    - The meter will provide data indicating if the home has a leak. The Town will review this data regularly and provide information to the homeowner.

The due date for the current water bills, received July/August 2010, will be extended from August 31, 2010 to December 31, 2010. No interest will be charged on accounts during this time.

Anyone having a concern or question regarding their bill is asked to please visit the Town Hall and/or contact the Town's Finance department at 613-623-4231 ext. 241. We will meet with you to resolve issues.