

If paying in person present the complete bill.

If paying by mail, detach this portion and return with your payment.

Make cheques payable to City of Thunder Bay.

For internet banking use the eight digit water account and search Thunder Bay Water for payee setup.

#### RETAIN THIS PORTION FOR YOUR RECORDS

##### TERMS OF USE

Water services are supplied based on terms and conditions included in the City of Thunder Bay By-law 060-2007. Please note responsibility for water and sewer charges, including arrears, remains with the property. Water charges form a lien on property if not paid. Please refer to our website @ [www.thunderbay.ca](http://www.thunderbay.ca) for a copy of the by-law.

##### BILLING AND METER READINGS

Customers without an outside remote are responsible to submit meter readings every three months. Water is billed quarterly. Every water bill you receive indicates the month that we require your next water meter reading. You may provide your reading anytime during that month. Please look for this "IMPORTANT NOTICE" on your quarterly water bill.

- o Enter your reading on our website @ [www.thunderbay.ca/revenue](http://www.thunderbay.ca/revenue)
- o Call 625-3160 (24 hr. service) using your touch tone phone
- o Call our staff at 625-2255 during regular business hours for assistance, or if you have a final reading due to a move.

Water meter readings ensure that water bills are based on actual consumption. When readings are not received, your consumption is estimated and you may be over or under billed. All bills are calculated using rates in effect at time of billing. If your water consumption is being estimated, any difference in consumption identified upon receiving a meter reading will be billed at current rates. Consistent, actual readings may also help you identify plumbing leaks sooner and save you money. If your property will be vacant for an extended period, billing charges continue unless the meter is removed and water is turned off at the street. To request meter removal contact our office at 625-2255.

##### LATE PAYMENTS AND CHARGES

A 5% penalty on the current bill is charged if payment is not received by the due date. The City of Thunder Bay may discontinue service on accounts in arrears and cannot be held responsible for any resulting loss, damage or inconvenience. Payment in full including off/on charges will be required to restore service.

A charge will be applied for all payments to the City of Thunder Bay that are returned by the bank.

##### MOVING - PLEASE LET US KNOW

Please call our office at 625-2255 to provide:

- o the moving or closing date,
- o previous owner's forwarding address, and
- o new owner's name and billing information.

The previous and new owner need to call our office to provide a final reading to ensure the final bill is completed in a timely and accurate manner. Water is a lien on property and any unpaid balance after the due date of the final bill becomes the new owner's responsibility.

Please ensure you change your banking information when you move, as the water account number remains with the property address.

##### PAYMENT INFORMATION - Choose from 8 Ways to Pay

###### By Automatic Withdrawal Plan

(807) 625-2255 for information and sign up. Our form is available on our website.

Automatic withdrawal stops when a final reading is requested during a sale or when a meter is removed. Your final must be paid using other payment options.

###### By epost Internet Services

View and pay your water bills over the internet through epost Internet Services. Visit the site @ [www.epost.ca](http://www.epost.ca) for more information and sign up.

###### By Internet/Telephone Banking

Contact your Financial Institution or the Revenue Division for information (807) 625-2255.

###### At the Bank

Payment can be made at most Canadian Financial Institutions.

###### Mail Your Cheque

Mail your cheque to:  
City of Thunder Bay,  
Box 800, Thunder Bay, ON P7C 5K4

###### Pay in Person

8:30AM - 4:30PM Monday to Friday at Victoriaville Civic Centre, 1st Floor in Victoriaville Mall.

**Put Your Cheque in our Payment Drop Off Box  
in Victoriaville Mall outside the Civic Centre (Food Court Side)  
or Thunder Bay Hydro Building**

###### Pay Online by Credit Card

Visit [www.thunderbay.ca](http://www.thunderbay.ca), select Living, then Online Services.

**Please allow sufficient time for delivery if paying by mail, at a depot, by internet/telephone banking or through a financial institution.**

##### CONTACT US

City of Thunder Bay Revenue Division  
City Hall, 500 Donald Street East, Thunder Bay, ON P7E 5V3

Office Hours

Weekdays 8:30AM - 4:30PM

Phone

(807) 625-2255

Website

[www.thunderbay.ca/revenue](http://www.thunderbay.ca/revenue)

##### WATER EMERGENCY?

Call us for 24 Hr Service in case of sewer or water troubles at 625-2195.

**PLEASE KEEP YOUR PATH CLEAR TO YOUR INDOOR METER OR  
OUTSIDE REMOTE FOR OUR WATER METER INSPECTORS.**

OUTSIDE REMOTES CAN BE INSTALLED AT THE COST TO THE  
HOMEOWNER BY CONTACTING THE ENVIRONMENT DIVISION  
AT 474-4817.