

Where does the Town's water supply come from?

The Regional Municipality of York supplies water from six wells located in The Town of Aurora. Water is drawn from underground aquifers and supplemented with water from Lake Ontario.

York Region is responsible for storage, sanitization and distribution of water to municipalities.

The Town of Aurora Operations division is responsible for water quality testing, pipe maintenance and repair. The Town also operates and maintains the wastewater collection (sewer) system.

Detecting causes of high water use

Dripping or running taps are the most common causes of high water use. Four other frequent sources of "hidden" water leaks in your home include:

- Leaking toilets
- Furnace-mounted humidifiers
- Water softener systems
- Outdoor water taps

For more information on monitoring your water consumption and identifying water leaks, please visit The Town of Aurora website www.aurora.ca/waterbilling

PLEASE ENSURE THAT THERE ARE NO LEAKS IN YOUR WATER SYSTEM, AS CUSTOMERS ARE BILLED FOR ALL WATER THAT PASSES THROUGH THE WATER METER.

Water conservation tips

Water is a precious resource. To conserve water and to help manage your water bill, we encourage you to follow these water conservation tips.

Upgrading fixtures and changing habits can reduce household water use by more than 20 per cent!

IN THE BATHROOM:

- Replace old toilets with low-flow plumbing fixtures
- Take short showers instead of baths

IN THE KITCHEN/LAUNDRY:

- Wash full loads whenever possible
- Keep drinking water in the refrigerator instead of running the faucet until the water is cool
- Look for ENERGY STAR™ dishwashers and washing machines

OUTDOORS:

- Water early in the morning
- Water deeply and less often – lawns require only two to three centimetres of water per week
- Capture rainwater using a rainbarrel to water the garden

Understanding and managing your



2014

**Water, Wastewater
and Storm Sewer
Rates effective
May 1, 2014**



2014 User Rates

Aurora Town Council approves the water rate each year, which includes charges for water use and wastewater disposal. As of May 1, 2014, the combined rates will increase by about 35 cents per cubic metre.

Effective date	Cost per cubic metre
May 1, 2014	\$3.3302
May 1, 2013	\$2.9807

The new rates are effective for all bills issued on or after May 1, 2014, and are retroactive for all consumption newly billed on such bills.

The full costs of operating the water distribution system, the wastewater collection system and the storm water collection and management systems are fully recovered from user charges, not the tax levy. The Town of Aurora is required to recover the necessary capital costs to maintain the systems in perpetuity.

WATER AND WASTEWATER RATES BY TYPE

Type	Water	Wastewater
Metered service	\$1.8015 per cubic metre	\$1.5287 per cubic metre
Non-metered service (refusal by homeowner to install meter)	\$120 per month	\$102 per month
Non-metered service (installation of meter not physically possible)	\$60 per month	\$51 per month

STORM SEWER RATES BY TYPE

Type	Rate
Residential (including residential condominiums)	\$4.78 per unit monthly OR \$14.34 per unit quarterly
Commercial, industrial, multi-residential (apartment properties)	\$62.96 per metre monthly OR \$125.92 per metre bi-monthly

Typical Residential Customer Billing



Residential customers are billed every three months (quarterly).

Average residential water use per quarter is 62 cubic metres. A residential customer using this amount of water will have a billing increase of \$17.30 each quarter.

TYPICAL QUARTERLY BILL (62 cubic metres of water)

Type	2013	2014	Increase
Water	\$99.75	\$111.69	\$11.94
Wastewater	\$85.06	\$94.78	\$9.72
TOTAL	\$184.81	\$206.47	\$21.66

Miscellaneous Charges



In addition to the regular user rates, there are miscellaneous charges that may be billed to residents or businesses for other services. These charges are detailed in the table below.

Type of charge	Amount
Processing of dishonoured cheque	\$40
Payment recalled	\$10
New account fee	\$45
Water / wastewater certificate	\$75
Water bill reprint (per bill)	\$15
Water shut-off during office hours*	\$40
Water shut-off before or after office hours*	\$80
Water turn-on during office hours*	\$40
Water turn-on before or after office hours*	\$80
Bulk purchase of water (per cubic metre)	\$3.3301
Street connection fee – Water	\$750**
Street connection fee – Sewers	\$750**

* Regular office hours are Monday to Friday from 8 a.m. to 5 p.m. ** Excluding sales taxes

Past Due Bills

Residential bills are issued quarterly and are usually due on the 10th day of the following month.

Commercial bills are issued bi-monthly and are usually due on the 15th day of the following month.

Customers with an amount due after the due date will have a 5 per cent penalty added and are issued a reminder notice giving them 10 business days to pay. Failure to pay may result in water being shut off and additional charges.

Have questions? Looking for more information?

Please contact Access Aurora:

Phone 905-727-1375
Email info@aurora.ca
Website www.aurora.ca

Reading your water meter

Water meters are read each quarter, which avoids estimated bills and ensures you are billed only for the water you have used.

Please be aware that higher-than-normal consumption may indicate a leak within your home.

