

Understanding your Water and Sewer Bill

Your Region of Waterloo utility bill comes every two months and covers the fixed and variable costs associated with your water consumption and wastewater going to sewer. These “base” service charges help cover costs for building and maintaining the water infrastructure, services for meter reading, billing and other customer service functions. Service charges also pay for the water delivery to your home and sewer discharges. The variable charge pays for how much drinking water you actually use and the wastewater treated at wastewater treatment plants.

Fixed and variable charges can be very different from one municipality to the next, depending on how complex water and wastewater systems are. The advantage of having higher variable costs is that customers can save money by conserving water.

As shown in the table below, a household using 10m³ of water in a nearby utility paid more for water than in North Dumfries and Wellesley Townships, even when the variable water rate was low. This is because the fixed service charges are higher in the comparison utility.

2020 Water and Wastewater Cost Comparison - North Dumfries/Wellesley Townships

Drinking Water Distribution	North Dumfries/Wellesley	Comparison Utility
Usage Rate (per m3)	\$3.14	\$1.43
Monthly Service Charge	\$10.00	\$49.18

Sewer Collection	North Dumfries/Wellesley	Comparison Utility
Usage Rate (per m3)	\$2.32	\$1.54
Monthly Service Charge	\$8.00	\$20.74

Monthly Charges	North Dumfries/ Wellesley	Comparison Utility
Total Monthly Service Charges	\$18.00	\$69.92
Usage Cost, 10m3 Water	\$31.40	\$14.30
Usage Cost, 10m3 sewer	\$23.20	\$15.40
Net Monthly Water Bill	\$72.60	\$99.62

The example below shows you where to find the fixed and variable charges on your water bill. North Dumfries and Wellesley properties are billed on a bi-monthly basis, so monthly fixed charges are doubled. The variable usage rates per cubic metre (m³ = 1,000 litres) is multiplied by the total water consumed for the billing period, and then added to the fixed charges. Please note that the number of days in the billing period may vary, depending on how many days there are in the month. In the example below, the billing period includes water usage for 61 days.

More questions about your water bill? Contact arwater@regionofwaterloo.ca

REGION OF WATERLOO
150 FREDERICK ST - 4TH FLOOR
KITCHENER ON N2G 4J3

Phone: (519) 575-4490
Fax: (519) 575-4448

Utilities Invoice



Region of Waterloo
TEST DATABASE

Account #:
Service Address: # STREET NAME

Billing Date: 15-Oct-2020 Bill From: 01-Sep-2020
Batch # Bill To: 31-Oct-2020

Make Cheque Payable to
REGION OF WATERLOO
Enter Amount Enclosed

LAST NAME, FIRST NAME
STREET NAME
AYR ON N0B 1E0

Payable at Most Financial Institutions

Account Balance Due By 10-Nov-2020 \$ 259.86

Please detach and return top portion with payment. Retain bottom portion for your records. Payable at Most Financial Institutions.

Account #:
Service Address: # STREET NAME

Billing Date: 15-Oct-2020 Bill From: 01-Sep-2020
Batch # Bill To: 31-Oct-2020

Account Details From: 15-Oct-2020

Code	Description	Date	Units	Amount
Last Payment Made on: 21-Sep-2020				-473.58
02 1000	North Dumfries Water Service Rate	15/10/20	1.00	128.74
67179796	15/10/20 Current Reading: 1131.92 Est 19/08/20 Prev. Reading: 1091.00 Consumption: 41.00 M3			
	Consumption 41.00 @ 3.14000000			128.74
02 1100	North Dumfries Maintenance Fee - Water	15/10/20	1.00	20.00
02 2000	North Dumfries Sewer Service Rate	15/10/20	1.00	95.12
	Consumption 41.00 @ 2.32000000			95.12
02 2100	North Dumfries Maintenance Fee - Sewer	15/10/20	1.00	16.00
Current Levy				259.86

IMPORTANT NOTES

Payment methods are: pre-authorized payment plan, on-line, telephone or ATM payment, credit card, cheque by mail, at the bank or payment in person.
Payee Category is: WATERLOO REGION WATER BILLING
For questions on your bill, please call: 226-733-2261 or contact: ARWater@regionofwaterloo.ca. Due to COVID emailing preferred.
Late payment charge of 1% per month is charged on the principal amount past due.
For water emergency please call: 519-575-4400.

Account Balance Due By 10-Nov-2020 \$ 259.86

Account Balance Due After 10-Nov-2020 \$ 262.46

Billing period (61 days), variable

Total consumption in m3
(cubic metre = 1,000 Litres)

2-month fixed service fee,
Drinking Water
2-month fixed service fee, sewer
(wastewater)

Variable water rate per m³
Variable sewer rate per m³
1m³ = 1,000 litres