

## Contact Information

Emergencies, billing and other inquiries:  
Customer Service Department  
519-759-4150

## Consider going paperless with e-billing

Utility account and consumption information is now available on the City's web portal for online e-billing service. By simply registering you can access your current and historical account information. To register, you will require your utility customer and account number from your last bill.



**Register at:**  
<https://myutility.brantford.ca>

## Did you know...

Even a silent toilet leak can waste 5,000 litres or more per month.

Put a few drops of food colouring in your toilet tank. If the food colouring seeps into the toilet bowl after 15 to 30 minutes, you have a leak.



## Is your water bill higher than it should be?

If your water bill is higher than usual you might want to **check for leaks in your household plumbing**. Before checking for leaks, check your water account history. Did your consumption increase last year around the same time? Have you started watering your yard, washing your car, etc.? If so, does this account for the additional consumption?

If you rely on a higher than average water bill to alert you to a leak, you may miss an opportunity to reduce the bill before it increases significantly since water meters are only read once every two months. A faucet leaking 60 drops a minute (not unusual) will waste 8,703 litres of water every year! And don't forget - you pay twice: once for the water going through the meter and then again on your wastewater bill, which is based on water usage.

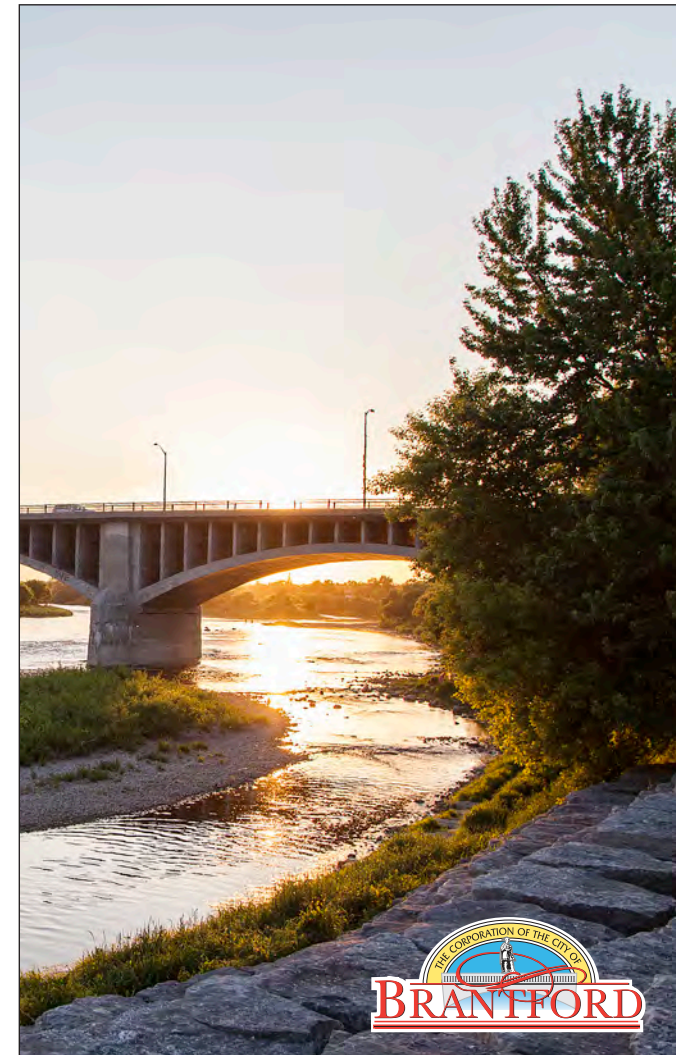
Your water meter is a great tool for checking your home for leaks. Go to [brantford.ca](https://brantford.ca) and type "Leaks" in the search bar to learn more.

## How to save water all year long:

1. Install a low-flow showerhead and save up to 4 m<sup>3</sup> per month for a family of 4.
2. Turn off your tap while brushing teeth and save up to 2 m<sup>3</sup> per month.
3. Repair leaky taps. A steady drip can waste up to 50 litres of water per day or 1.5 m<sup>3</sup> per month.
4. Replace older toilets installed before 1992 with an ultra-low flush, dual-flush or high efficiency toilet and see savings of up to \$100 - \$150 per year for the average family.

Sources: Clean Water Foundation, City of Toronto, Ministry of the Environment, Environment Canada.

# 2019 City of Brantford Water and Wastewater Rates Card



[brantford.ca](https://brantford.ca) . 519-759-4150

**Water Rate**  
**Wastewater Rate**  
 Effective January 1<sup>st</sup>, 2019

**\$2.12/m<sup>3</sup>**  
**\$1.94/m<sup>3</sup>**



In 2019, the water rate will increase by 5 cents/m<sup>3</sup> and the wastewater rate will increase by 4 cents/m<sup>3</sup>. The homeowner should see an increase of 85 cents per month for water and 68 cents per month for sewer (wastewater) service based on an average monthly residential water usage of 17 m<sup>3</sup> per month.

**How Your Bill is Calculated:**

Customers are billed bi-monthly. Your bill is calculated by adding your monthly fixed Service Charge to your variable Consumption Rate. A Service Charge applies for water only. It is based on the water meter size and it is not affected by the volume of water used by the customer. The Service Charge is a fixed cost that covers part of the fixed expenditures for making the drinking water system available for use. These costs cover the maintenance of both our water treatment and distribution systems and the preparation and processing of bills. Fire protection is also included in this charge. Your consumption (volumetric) rate is based on the metered water usage. It covers the cost of treating the water and other variable costs. When water consumption is zero or less than the minimum bill volume, then a Minimum Bill amount is charged to the customer in lieu of the Service Charge.

For wastewater, there is no fixed Service Charge. Only the Wastewater Rate applies. From May 1st to September 30th, the Wastewater Rate on single-family residential accounts is capped at a volume of 30 m<sup>3</sup> per month to account for lawn watering. The cap does not apply to multi-residential dwellings or commercial, institutional or industrial customers. Based on a meter size of 15 mm (5/8") and average residential water usage of 17 m<sup>3</sup> per month, your total bi-monthly bill for water and wastewater is calculated as follows:

**Bi-Monthly Bill Calculation based on 17 m<sup>3</sup>/month**

Fixed Service Charge for 15mm meter	Water \$9.22	Wastewater N/A
*Consumption Charge for 17m <sup>3</sup>	\$36.04 (17m <sup>3</sup> x \$2.12/m <sup>3</sup> )	\$32.98 (17m <sup>3</sup> x \$1.94/m <sup>3</sup> )
<b>Total Amount Per Month</b>	<b>\$45.26</b>	<b>\$32.98</b>
<b>Total Bill (every 2 months)</b>	<b>\$90.52</b>	<b>\$65.96</b>

**Service Charges and Minimum Bill charges correspond to meter size as follows:**

Water Meter Size mm (inches)	Service Charge For Water	Minimum Bill For Water
15 (5/8")	\$9.22	\$9.22
20 (3/4")	\$9.32	\$10.82
25 (1")	\$9.66	\$13.53
40 (1.5")	\$10.21	\$43.72
50 (2")	\$11.32	\$74.52
75 (3")	\$21.25	\$149.60
100 (4")	\$24.56	\$336.74
150 (6")	\$33.39	\$553.15
200 (8")	\$41.12	\$940.12

**\* When usage is zero or below the minimum bill volume, a Minimum Bill Charge applies for both water and wastewater.**

*For more information on rates & fees for miscellaneous water and wastewater services, including details on charges for custom work, visit our website at: [brantford.ca](http://brantford.ca) (search for Water & Wastewater Rates & Services Charges)*