

## Additional Services & Related Charges

Service	Charge
Fire protection (per hydrant/fire service connection)	\$ 124.00/year
Daily Hydrant Gate Valve	\$ 165.00/day
Swimming Pool Fills**	\$ 202.00/fill*
Service Call	\$ 70.00/hr
Shut off Valve Replacement	\$ 136.50
Locates	No Charge
Leak Investigations	No Charge
Water Quality Issues	No Charge
Water Pressure Issues	No Charge
Missed Appointment Fee	\$ 70.00
New Account Fee	\$ 30.00
Dishonoured Payment Fee	\$ 34.65*

\* Subject to HST

\*\* Up to & including 16' x 32' pools

These fees are based on work done during regular operating hours (8:00am - 3:00pm). If an after hours call or weekend service is required, extra charges will apply.

## Leak Detection

Here are a few of the main contributors to high consumption within a household if there is a leak or malfunction:

- Toilets and taps
- Water softeners
- Sprinkler systems
- Automatic trap fillers

A small 1/8" diameter leak can waste 372 cubic meters of water per month at 60 psi. This could amount to charges in excess of \$1,170 in one month!

It is important that you monitor your home for leaks and when detected, repair them immediately. The City's Water and Wastewater By-Law requires that all water passing through the water meter be billed whether it is used or wasted. The City cannot reduce water and wastewater charges when the reading on the meter register indicates that water has flowed through the meter.

## Lawn Watering Restrictions



The City of Barrie restricts lawn watering on the following basis:

- Even numbered addresses may water only on even numbered calendar days from midnight to 8:00am and/or 6:00pm to midnight.
- Odd numbered addresses may water only on odd numbered calendar days from midnight to 8:00am and/or 6:00pm to midnight.
- In times of peak water demand further temporary outdoor water use restrictions may apply. Outdoor water use may be prohibited.

## Ways to Conserve Water

**Plumbing fixtures and appliance investments:**

- Low flow shower heads can save half the water you use versus a standard shower head.
- Low flow toilets can save up to 50% of the water used depending on the age of the existing toilet.
- Front load washing machines can use 25% less water versus a standard top loading machine.

**Other low or no cost measures:**

- Take shorter showers
- Use a rain barrel for garden watering
- Refrigerate tap water for drinking
- Only use washing machines and dishwashers with full loads

For more information on the City of Barrie's Water Conservation Programs and tips, please visit the Environment section, under the "Living" tab of the City of Barrie website: [www.barrie.ca](http://www.barrie.ca) or call (705) 739-4254.

## Contact Numbers

**Who do I call about my water meter?**

Water Operations Branch  
Monday - Friday, 8:30am - 4:30pm  
(705) 739-4220 ext: 4805  
(705) 739-4255

**Who do I call about my water/wastewater bill?**

**Prior to October 1, 2011:**

PowerStream Inc.  
Monday - Friday, 8:00am - 4:30pm  
(705) 722-7222  
1-877-963-6900

**After October 1, 2011:**

Water and Wastewater Billing Services Branch  
Monday - Friday, 8:30am - 4:30pm  
(705) 797-5340

For more information visit

[www.barrie.ca](http://www.barrie.ca)

and click on the "Living" tab

# Water and Wastewater Rate Information

**Information inside this brochure:**

- New Water Meter Reading System
- Water and Wastewater Billing and Customer Service Changes
- Why are your Water and Wastewater Rates increasing?
- 2011 Water & Wastewater Rates



The City of  
**BARRIE**

# New Water Meter Reading System



In the past, water meter readings had been collected by manually reading each of the approximate 42,000 water meters located across the City of Barrie.

The Advanced Metering Infrastructure (AMI) system is new technology that fully automates the City of Barrie's water meter reading network.

This new AMI technology will provide the City of Barrie, our residents and businesses with many benefits.

- It will reduce the need to access your property for manual meter readings, resulting in lower operational costs.
- It provides the ability to address most of your billing questions quickly, improving customer service and assisting with resolving consumption discrepancies.
- The AMI system provides the City of Barrie with the ability to evaluate overall water usage making it a valuable tool for water monitoring and conservation, that will benefit the City's environmental and water leakage detection programs.

For more information on the new AMI water meter reading system, please visit the Water Services section, under the "Living" tab of the City of Barrie website: [www.barrie.ca](http://www.barrie.ca) or call (705) 739-4255.

# Water and Wastewater Billing and Customer Service Changes

## Coming Soon:

Effective October 1, 2011 the responsibility for water and wastewater billing will be transferred from PowerStream to the City of Barrie.

City of Barrie staff will be using this new water billing and meter reading system to:

- Provide a new and improved water bill;
- Address your billing questions more quickly and efficiently;
- Assist with any problems and concerns you may have about your water consumption;
- Improve customer service to the citizens of Barrie.

Going forward, as the City moves through the implementation phase of the project, we will be providing you with updates and information of any changes being made, so that you will know what to expect by October 1, 2011.

Stay tuned for more information about these changes.



# Why are Your Rates Increasing?

## Legislation

Provincial legislation requires water and wastewater services to be funded solely by water and wastewater rates and not through property taxes.

Legislation also exists that requires rates to be established using a full cost recovery program in order to ensure that the current and future needs of these services can be met.

## Operating and Capital Needs

In 2010, a six year financial plan was developed that analyzed operating and capital needs. Following this analysis it was concluded that water and wastewater rates would need to increase 13% and 19% respectively on an annual basis for at least the next six years.

The 2011 rates also reflect the decision made by Council in 2009 to introduce a five year phase in plan to increase the revenue generated from fixed charges in an effort to improve the City's revenue stability.

For a typical home that consumes 180 cubic meters of water annually, the combined annualized cost of water and wastewater services in 2011 are estimated to be \$250 and \$270 respectively for a total cost of \$520 per year. This includes an increase of \$88 of which \$38 relates to water services and \$50 relates to wastewater services.

## Water and Wastewater Capital Projects

Currently there are three major water and wastewater capital projects designed to meet the needs of our residents as a result of the population growth within the City of Barrie:

1. New Surface Water Treatment Plant
2. Expansion of the Wastewater Treatment Plant
3. Biosolids Storage Facility in Oro-Medonte

# 2011 Water and Wastewater Rates

Effective May 1, 2011

RESIDENTIAL				
PREVIOUS MONTHLY RATES			NEW MONTHLY RATES Effective May 1/11	
Usage	Water	Wastewater	Water	Wastewater
0 - 15m <sup>3</sup>	\$0.7456	\$0.7899	\$0.7883	\$0.9008
>15 - 30m <sup>3</sup>	\$1.4912	\$1.3428	\$1.5767	\$1.5313
>30 - 45m <sup>3</sup>	\$2.2368	\$1.3428	\$2.3650	\$1.5313
Over 45m <sup>3</sup>	\$2.9823	N / A	\$3.1534	N / A
Fixed Charge	\$7.01	\$7.12	\$10.24	\$10.76

GENERAL SERVICES				
PREVIOUS MONTHLY RATES			NEW MONTHLY RATES Effective May 1/11	
Usage	Water	Wastewater	Water	Wastewater
0 - 15m <sup>3</sup>	\$0.7456	\$0.7899	\$0.7883	\$0.9008
Over 15m <sup>3</sup>	\$1.1184	\$1.1849	\$1.1825	\$1.3512
Water & Wastewater fixed charges (based on water service size)				
13 to 19 mm	\$7.01	\$7.12	\$10.24	\$10.76
25 to 32 mm	\$17.53	\$17.80	\$25.61	\$26.90
38 mm	\$35.07	\$35.61	\$51.21	\$53.80
50 mm	\$56.11	\$56.98	\$81.94	\$86.07
75 mm	\$122.73	\$124.63	\$179.24	\$188.29
100 mm	\$210.40	\$213.66	\$307.27	\$322.78
150 mm	\$438.34	\$445.12	\$640.14	\$672.45
200 mm	\$561.07	\$569.75	\$819.38	\$860.74
250 mm	\$806.54	\$819.02	\$1,177.86	\$1,237.32