

WE COUNT ON YOUR WATER METER READING EVERY THREE MONTHS

Customers without an outside remote are responsible to submit meter readings every three months between the 1st and the 21st.

Every water bill you receive indicates the month that we require your next meter reading. Please look for the "IMPORTANT NOTICE" section on your quarterly water bill.



Set up reminders by text, phone or email for your readings and bill due dates. Go to thunderbay.ca/remindme

EASY STEPS TO SUBMIT YOUR WATER METER READING


1 Have Your 8 Digit Water Account Number


as it appears on your Water Bill


2 Read your Water Meter


Read your water meter from left to right and enter ALL digits on your meter (including zeros and decimal numbers).

3 Submit Your Meter Reading

 Call 625-3160 (24 hr. service) to enter your water reading using your touch tone phone.

 Enter your reading online: thunderbay.ca/waterbilling
Select Meter Reading

 Text your reading using your smartphone, text "Hello" to 807-788-1227.

 Call us at 625-2255 during regular business hours if you require assistance, or you have a final reading due to a move.

REMOTE READOUT DEVICE OPTION

Upon request, remote readout devices can be installed by the City at the homeowner's expense. If you have a remote readout device the Water Meter Inspector will attempt to read your meter every three months from the outside of your home. For more information contact the Environment Division at 474-4817.

PAYMENT OPTIONS

Automatic Withdrawal

Call (807) 625-2255 for information on our two plans. To sign up download the form at thunderbay.ca/waterbilling

Internet Banking

Pay from your bank account using the internet or your touchtone phone. Use your eight digit water account number to set up internet banking or contact your bank.

Pay in Person

Payment can be made at most Canadian Financial Institutions.

epost Internet Service – Paperless Option

View and pay bills online. Visit epost.ca to sign up.

Mail Cheque

City of Thunder Bay, Revenue Division
P. O. Box 800, Thunder Bay, ON P7C 5K4

Pay Online by Credit Card

Plastiq, an online third party payment service provider, allows you to use your credit card to make payments through their secure online system for a convenience fee. Visit thunderbay.ca/waterbilling for more information.

Late Payments, Fees and Charges

A 5% penalty on the current bill is charged if payment is not received by the due date. Penalty is not removed due to non-receipt of water bill. A fee is charged when a water arrears notice is sent out. A fee is charged for bill reprint requests for all bills except the current bill. A charge will be applied for all payments to the City of Thunder Bay that are returned by the bank.

Thunder Bay's 2021 GUIDE TO WATER



IMPACTS OF COVID-19

All Residents and Businesses will need to submit their water meter readings whether or not they have a remote device.

Cashiers will be closed at Victoriaville Civic Centre for the remainder of 2021.

Please visit thunderbay.ca/waterbilling for additional information on Covid-19 impacts.

REVENUE DIVISION

1st Floor, City Hall

807-625-2255

thunderbay.ca/waterbilling

Environment Division
water
AUTHORITY
Every drop is superior...



CITY OF
Thunder Bay
Superior by Nature

WATER RATES

Our water rates have been designed to be equitable, easy to understand and benefit those who conserve.

Effective April 1, 2021, Sewer and Water rates are as follows:

For single family detached and semi-detached residential buildings that are individually metered:

- **Fixed cost** = \$0.837 per day (\$306 per year)
- **Volumetric charge** = \$1.832 per cubic metre
- **Sewer rate** = 90% of total fixed and volumetric charges

For the average household that consumes 200 cubic metres of water per year the 2020 total cost for water was \$1,234. For 2021 the cost will be \$1,277, an increase of 3.5% or about \$10.75 for each quarterly bill.

For all other customers (including duplexes on single meters, commercial and industrial properties):

- **Fixed cost is based on meter size** (see thunderbay.ca/waterbilling for details)
- **Volumetric charge** = \$1.129 per cubic metre
- **Sewer rate** = 90% of total fixed and volumetric charges

Water rate increases for the three months that end April 30 and May 31, will be phased in to reflect the portions of the billing at the old and new rates.

For answers to frequently asked questions about water bills, purchasing or selling your home, a detailed list of rates and fees, a change of address form, or to use the online water bill estimator for single family households, visit thunderbay.ca/waterbilling or call us at 625-2255.

DON'T LET YOUR MONEY LEAK AWAY



Leaking Toilets

Here are two easy tests to tell if your toilet is leaking.

1. Remove your toilet tank lid. Put a few drops of food colouring into the toilet tank and wait 30 minutes.

Look in the toilet bowl, if the water changes colour, you have a leak.

2. Look inside the tank, if the water is flowing into the overflow tube once the tank is full, you have a leak.

A leaking toilet can waste 100's of cubic metres a month and is the number one cause of high water bills.

Leaking Faucets

Unlike a leaky toilet, a leaky faucet is easy to notice because of the sound of dripping water.

Take a walk through your home to check for leaking faucets.

A leaky faucet that drips at a rate of one drip per second can waste more than 14 cubic metres per year.



MONITOR YOUR WATER USE

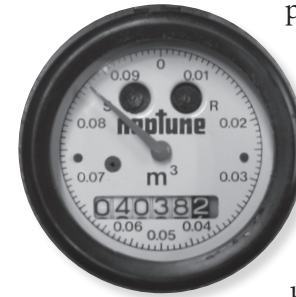
Detect Hidden Leaks

Here is an easy test to detect hidden leaks.

Take a reading after the last person has used water at night (write down all the digits).

Take a second reading in the morning before anyone uses water.

If no one used water overnight and the reading has changed, then you know you have a leak.



Know Your Daily Average Water Use

Read your meter often so you are aware of your average daily use and detect leaks early.

Question an increase in your daily average. You may have a leak or a change in consumption patterns.

An average household consumes .55 cubic metres a day (120 gallons), which is 50 cubic metres in a three month billing period.

220 gallons = 1,000 litres = 1 cubic metre

