

## Questions about my Water/Wastewater bill

### Why is my water bill suddenly very high?

It could be due to higher water consumption as a result of:

- A change in household (more people, visitors)
- New appliances (lawn sprinklers, water-cooled air conditioner, heating system)
- You may have some plumbing problems or leaks. To check for leaks, locate the “low flow indicator” – a small red triangle on your water meter. Make sure no water is running, and then check to see if the indicator is spinning. If it is, water is flowing through the meter indicating a leak somewhere. The homeowner is responsible for all internal plumbing leaks

### Can I have my water bill payment amount withdrawn automatically from my bank account on the due dates?

Yes, our pre-authorized chequing (PAP) plan is a convenient and easy way to pay your water and sewer bill. Please print and complete the form below to allow of the Town of The Blue Mountains to deduct the amount of your water bill from your bank account. Mailing instructions are included on the form.

Insert Pre-Authorized Utility Form

### Why are The Blue Mountains water and wastewater rates higher than the rates in many other municipalities?

- The Blue Mountains long, thin and stretched out water distribution and sewage collection systems require more pumping stations, reservoirs and appurtenances. This increases the cost of maintaining the service.
- There are numerous ground elevation changes throughout our system as well. With respect to our water system, every 20 metres of vertical rise results in a new pressure zone which leads to higher operating and maintenance costs. For sanitary sewer purposes, more kilometres of pipe per unit results in the need for more pumping stations.
- Much of our water and wastewater system is installed in rock which increases the capital costs significantly, and also forces more pumping stations to be installed which leads to higher operational costs.
- The long municipal shoreline and our low urban density mean that the Town constructs more kilometres of pipe per benefiting property, than most municipalities. More pipes in the ground, means higher costs to put pipe in the ground, and higher operational costs to flow the water from the Water Treatment Plant to water users.
- Our source, Georgian Bay, is a clean and reliable resource for drinking water. However, surface water sources do cost more per litre to treat than groundwater sources. This is because groundwater is not subject to the same level of contaminants as surface water. More possible contaminants result in a more complex and costly treatment process.
- All of the costs associated for water and wastewater must be recovered from the users that are benefiting from the service.