



UPDATE TO THE COMMUNITY - 2012 WATER AND WASTEWATER INFORMATION AND RATES CHANGES

This annual insert has been sent to you with your water/wastewater bill to notify you of important information regarding the water and wastewater services provided by the City of Cambridge and new 2012 rates as approved by Council.

WHO PROVIDES YOUR WASTEWATER & WATER SERVICES?

The City of Cambridge delivers water distribution and sewage collection services for Cambridge residents. The Region of Waterloo is responsible for the treatment of this water and sewage, which makes up approximately 2/3 of the City of Cambridge water and wastewater operating costs.

2012 MONTHLY WATER & WASTEWATER RATES

Provincial legislation requires that all costs of operating water and wastewater systems must come from users. To accomplish this, a rate structure with both fixed charges and variable costs is in place. Water and wastewater variable charges are based on the volume of water recorded on your meter during the billing period - so you can benefit by conserving water. The fixed service charges are the basic costs to provide the service regardless of volume and are based on the size of the water meter.

As approved by Cambridge City Council on December 5, 2011, new water and wastewater rates become effective January 1st, 2012. This equates to an overall annualized increase of 9.88% for the average residential customer using 240 m³ per year. The rate change takes effect on the first billing of 2012. The rate is not adjusted based on the date of the usage.

WATER RATE

Water consumed is calculated at \$1.5386/cubic meter as registered on your water meter plus monthly service charges.

WASTEWATER RATE

Wastewater usage is calculated at \$1.5972/cubic meter as registered on your water meter plus monthly service charges.

MONTHLY SERVICE CHARGE (BASED ON METER SIZE) to January 31, 2012

Meter Size	Water Service Charge	Wastewater Service Charge	Infrastructure Renewal Charge
15, 19mm (Residential)	\$ 5.86	\$ 5.46	\$0.79
25mm	\$ 14.66	\$ 13.65	\$1.35
37mm	\$ 29.32	\$ 27.31	\$2.61
50mm	\$ 46.92	\$ 43.69	\$4.20
75mm	\$ 102.63	\$ 95.57	\$9.27
100mm	\$ 175.94	\$ 163.84	\$16.63
150mm	\$ 366.54	\$ 341.33	\$36.99
200mm	\$ 469.17	\$ 436.91	\$63.37
250mm	\$ 674.44	\$ 628.05	\$100.36

SUSTAINING CAMBRIDGE'S WATER AND WASTEWATER INFRASTRUCTURE

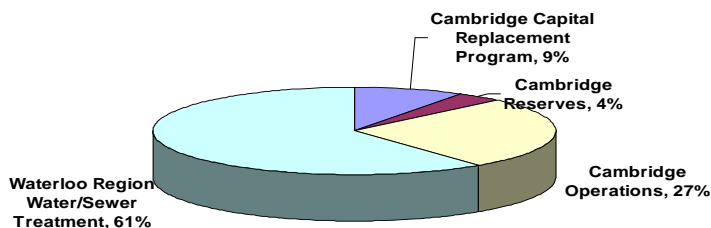
While the City has been regularly investing in the water and wastewater infrastructure, the current level of spending is not enough to ensure the delivery of sustainable services in the future.

Faced with challenges of an aging infrastructure and new water regulations, Cambridge City Council approved a comprehensive long range plan. This strategic plan addresses the infrastructure needs now and in the future to ensure that services are affordable and delivered at the highest level for customers.

To help address the infrastructure backlog, an 'Infrastructure Renewal Charge' appears on your water/wastewater bill. This charge is dependant upon water meter size and for the average homeowner, you'll invest an additional \$0.79 per month to ensure the system's sustainability.

MONEY BREAKDOWN...WHERE DOES IT GO?

The following chart shows how your typical bill is used to supply water and wastewater services.



WATER AND SEWER PIPING: WHO'S RESPONSIBLE

All water and sewer piping within the road allowance up to your property line is the responsibility of the City. All piping from the property line inwards on your property, including the water pipe before the water meter, meter couplings, and the inside shut off valve, is your responsibility to maintain and repair if needed.

For details on what to do if you experience a sewer blockage, please call Public Works at 519.621.0740 or visit the Cambridge website at <http://www.cambridge.ca> and enter the search "blocked sewer".

2011 SUMMARY/ANNUAL WATER REPORT

In February 2012, Public Works will present the community with a report on the potable water quantities, testing and 2011 outcomes. This annual report as required by the Ministry of the Environment will be available on-line at www.cambridge.ca in March of 2012.

WATER METERS

Old water meters are less reliable for measuring water usage. Residential water meters 20 years and older are being recycled and replaced for home owners. If your water meter qualifies for this program, you will be contacted by the City and/or our contractor to schedule an appointment for replacement. If there is a discrepancy between the remote reader and the inside meter you will be billed for a maximum of 40 cubic meters of the difference.

Most residents of Cambridge are equipped with an outside meter reading device called a 'remote' that allows us to read your meter outside your home. The primary meter is in your home (usually in your basement) and can typically be found near your inside water shut off valve. It is important that you monitor your inside meter and outside reading device (if present) to detect irregular high water usage that can occur through leaks in your private plumbing system. It is also important that homeowners keep these meters accessible for reading and servicing purposes.

If your inside meter is not equipped with a remote, then you are either calling in your readings and/or being billed on estimated water use only. We do not want to accept keys from our customers but would rather have remotes installed. Please call our Public Works Dept. at the number shown below, to arrange for the installation of a remote. There is no cost to you for having this device installed.

How to look for irregularities?

Periodically inspect the dials on the top of your water meter with all sources of water usage in the house shut off; there should be no movement of the dials. If there is, a leak may be present in your house which you will need repair.

CUSTOMER SERVICE CONTACTS

Water Billing and Collection Inquiries

City of Cambridge, Tax and Water Division
50 Dickson Street, 4th Floor
Cambridge, ON N1R 8S1
Phone: 519.740.4524
email: water@cambridge.ca

Service and Maintenance Inquiries

City of Cambridge, Transportation and Public Works Dept.
1310 Bishop Street
Cambridge, ON N1R 6V5
Phone: 519.621.0740
email: tpwd@cambridge.ca
www.cambridge.ca, see quick links - Water and Sewer

Address for mailing payments and/or information:

City of Cambridge
Tax and Water Division
P.O. Box 427
Cambridge ON N1R 5W8