

Update to the Community – 2023 Water and Wastewater Information and Rate Changes

This brochure is inserted with your water/wastewater bill to inform you of the water and wastewater services provided by the City of Cambridge, and to present the new 2023 rates, as approved by Council.

Provision of Water and Wastewater Services

The City of Cambridge delivers water distribution and wastewater collection services for Cambridge residents. The Region of Waterloo provides the treatment of this water and wastewater.

2023 Monthly Water and Wastewater Rates

Legally, all costs associated with operating water and wastewater systems must come from user rates. To accomplish this, a rate structure with both fixed charges and variable charges is in place. Water and wastewater variable charges are based on the volume of water recorded on your meter during the billing period, encouraging water conservation. The fixed service charges are the basic costs to provide the service regardless of consumption and are based on the size of the water meter. Cambridge City Council approved an increase of **3.90%** to water and wastewater rates in December 2022, effective Jan 1, 2023.

Water Consumption Rate

Water consumed is calculated at \$2.6107 per cubic meter as registered on your water meter plus monthly service charges.

Wastewater Usage Rate

Wastewater usage is calculated at \$2.5484 per cubic meter as registered on your water meter plus monthly service charges.

Monthly Service Charge (based on meter size) Effective January 1, 2023

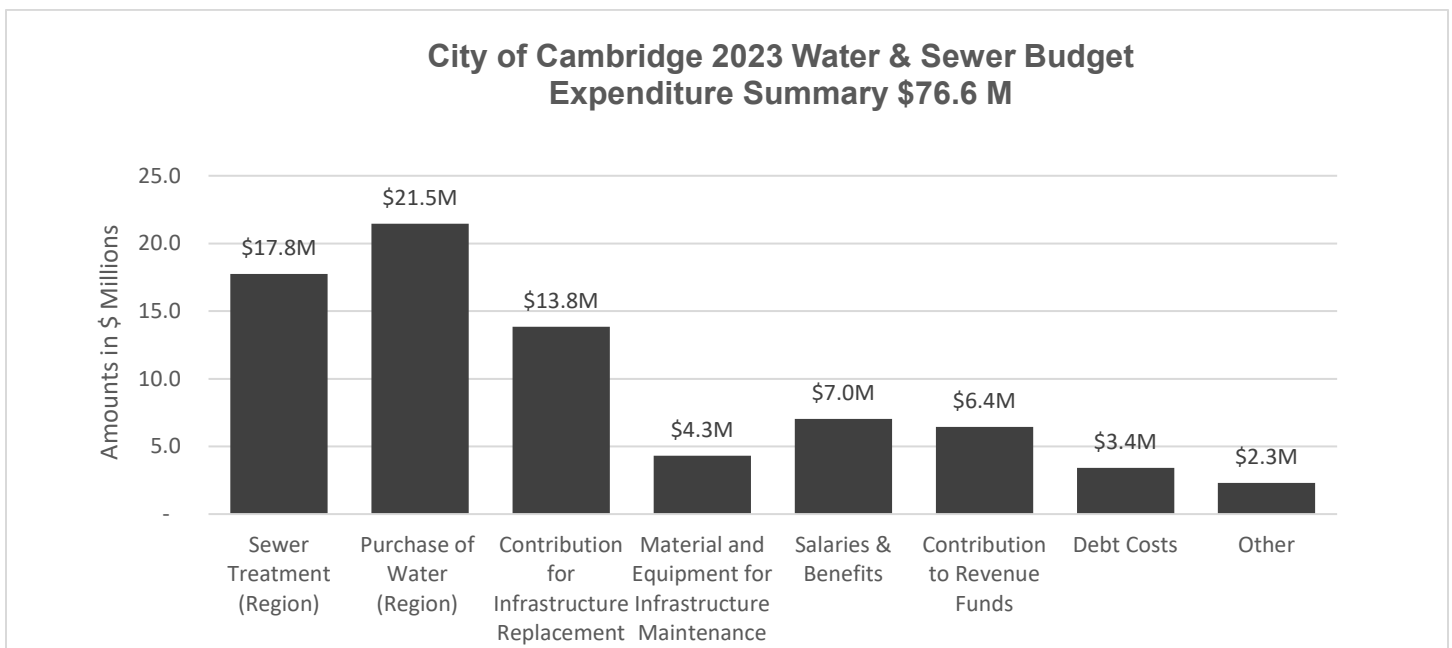
Meter Size in Millimeters	Water Service Charge	Wastewater Service Charge
15 to 19 mm (Residential)	\$10.41	\$7.39
25 mm	\$26.04	\$18.49
37 mm	\$52.07	\$36.97
50 mm	\$83.31	\$59.15
75 mm	\$182.25	\$129.40
100 mm	\$312.42	\$221.82
150 mm	\$650.88	\$462.13
200 mm	\$833.13	\$591.53
250 mm	\$1,197.62	\$850.32

Sustaining the Cambridge Water and Wastewater Infrastructure

Since 2010 an “Infrastructure Debt Charge” had been assessed to support replacement a backlog of aging infrastructure. This rate has been eliminated for 2023.

How your money is spent

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



Responsibility for Water and Wastewater Pipes -

All water and sewer piping within the road allowance up to the property line is the responsibility of the City and the Region. All piping from the property line (typically near the sidewalk) inwards on your property, including all water pipes, valves and fittings before and after the water meter is the property owner's responsibility to maintain and repair if needed. The meter itself remains property of the City.

For more info on water and sewer services please call the Environmental Services Division at 519-623-1340 or visit our website for more info at; www.cambridge.ca/water

2022 Summary and Annual Water Report -

In February 2023, Environmental Services will present the community with an Annual Summary Report on the potable water quantities and testing results from 2022. This report will be available on the City's website at www.cambridge.ca at that time, as required by the Ministry of the Environment, Conservation and Parks.

GENERAL INFORMATION

Water Meters: Your meter is typically located in your basement and can often be found near your hot water tank and water control valve. Meters and their remote reading devices must be kept accessible for servicing and reading purposes and should not be enclosed by walls or permanent cabinets. Homeowners are responsible for the costs associated with making water meters accessible, and for ensuring all piping, plumbing connections and valves before and after the meter are in good working condition to allow the City to service the meter.

Advanced Meter Infrastructure Implementation. As approved by Council, staff began a city wide smart water meter installation project, known as Advanced Meter Infrastructure or AMI. Mass installation of new meters and radio reading devices began in 2019 and will be completed in 2023. The new metering technology provides accurate and timely water consumption data, regardless of weather conditions or power outages.

City of Cambridge now offers **MyWater Account**, a secure online portal that allows customers to view their water account information. For more information, visit www.cambridge.ca/Water or contact us at water@cambridge.ca or (519) 740-4524.

Estimates: Communication with your meter may occasionally be interrupted due to equipment failure. Failures of this nature may require the City to estimate your water consumption. Estimated billings prevent the identification of water leaks through billing alone, and can result in a large catch up bill if not dealt with. All estimated readings are identified as ***ESTIMATE*** on your water bill.

If you are receiving an estimated bill please contact the City to arrange a meter inspection or repair.

If your property is vacant, under renovations, or you will be away for an extended period of time, we recommend calling Service Cambridge at **519-623-1340** to advise us of the expected lower consumption and avoid receiving an estimated water bill. It is recommended that you ensure your internal shut off valve is functioning properly and it may be beneficial to turn the water off during this time to avoid potential unintended consumption or leaks.

Leaks: Monitor your meter readings regularly to confirm that you are being billed accurately and to identify any consumption spikes due to internal leaks. Inspect your meter when you are not using water. If the meter is registering flow a leak may be present in your house which should be identified and repaired. The most common sources of leaks in Cambridge are faulty toilets and water softeners. Leaks can be intermittent, making them hard to detect. Increase your meter reading frequency if you suspect an intermittent leak. If you are a residential customer and you experience a high bill due to a leak you have repaired, you may be eligible for our high-water billing relief program. Details of this program can be found on our website www.cambridge.ca under the billing section or by emailing water@cambridge.ca.

Billing & Collection: Most water utility accounts are billed every 60 days. If payment is not received by the due date, interest will be charged to your account at 1.25% of the overdue balance. You will then be sent a reminder notice with a new due date for payment. If you do not pay the balance by the new due date and your overdue amount is \$200 or more, a fee of \$52.00 will be added to your account and the entire balance will be transferred to your tax account and collected with your tax levy.

Customer Service Contacts -

Water Billing and Collection Inquiries

City of Cambridge, Service Cambridge
50 Dickson Street, 1st Floor
Cambridge ON N1R 8S1
Telephone: 519.623.1340
Email: water@cambridge.ca

Service and Maintenance Inquiries

City of Cambridge, Environmental Services Division
1310 Bishop Street
Cambridge ON N1R 6V5
Telephone: 519.623.1340
Email: servicecambridge@cambridge.ca