

Miscellaneous charges



In addition to the regular user rates, there are miscellaneous charges that may be billed to residents or businesses for other services. These charges are outlined below.

Type of charge	Amount
Processing of dishonoured cheques	\$37
New account fee	\$35
Water / sewer certificate	\$43
Water bill reprint (per bill)	\$10
Water shut-off during office hours*	\$40
Water shut-off before or after office hours*	\$80
Water turn-on during office hours*	\$40
Water turn-on before or after office hours*	\$80
Bulk purchase of water (yard per cubic metre)	\$2.5586
Street connection fee - Water	\$750**
Street connection fee - Sewers	\$750**

*Regular office hours are: Monday to Friday from 8:30 a.m. to 4:30 p.m. ** Excluding sales taxes

Reading your water meter



Water meters are read each quarter which avoids estimated bills and ensures you are billed only for the water you have used.

Please be aware that higher-than-normal consumption may indicate a leak within your home. Residents and businesses are responsible for water consumption, including consumption caused by leaks.

Where does the Town's water supply come from?

The Regional Municipality of York is responsible for water supply to the Town of Aurora. The Region operates six (6) wells in the Town. The aquifer from which the Aurora wells draw is part of an extensive aquifer (known as the Yonge Street Aquifer) which is also the current water source for the Town of Newmarket and parts of the Town of East Gwillumbury. In addition to the wells in Aurora, the Region of York supplements Aurora's water supply with water from Lake Ontario and from the Region of Peel.

York Region is responsible for storage, adequate pressure and the chlorination level of water supplied to the Town of Aurora. The Town of Aurora's Operations Division is responsible for water quality testing, pipes maintenance and repair. This Division also operates and maintains the wastewater (sewer) system collection which serves local households and businesses.

Understanding and managing your



**2011
Water & Wastewater
rate changes
effective May 1, 2011**

**Have questions?
Looking for
more information?**

Please contact our Corporate & Financial Services Department, Revenues Division at:

Phone: 905-726-4747
Email: koreto@aurora.ca
Website: www.aurora.ca





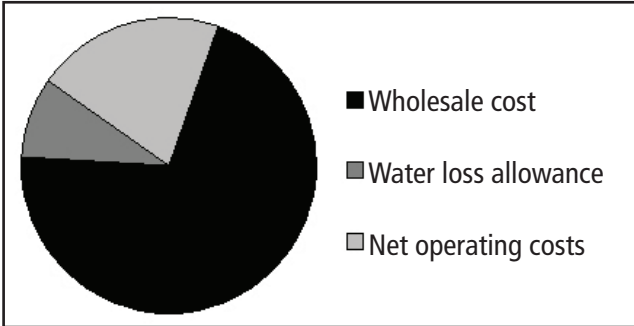
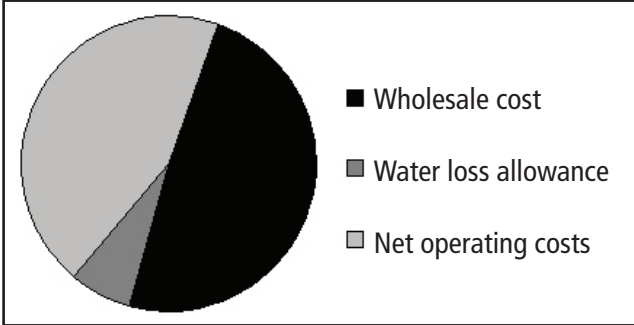
Consolidation of Sewage Pumping Rates

As part of the wastewater collection system, the Town of Aurora is responsible for several sewage pumping stations. In previous years, the Town identified **individual charges** for the Ballymore Sewage Pumping Station, Bayview/Vandorf Sewage Pumping Station and the Brentwood Sewage Pumping Station.

Effective May 1, 2011, these charges will no longer occur, as operating costs have been consolidated into the overall system charges.

Cost of Water: Breakdown

The following outlines the cost of water, based on 2011 rates.



Typical Residential Customer Billing



Residential customers are billed quarterly – four (4) times per year.

The average residential water consumption per quarter is 62 cubic metres. A residential customer using an average of 62 cubic metres of water per quarter will see their quarterly billing increase by \$14.35.

TYPICAL QUARTERLY BILL (62 cubic metres of water)

Type	2010	2011	Increase
Water	\$80.94	\$89.03	\$8.09
Wastewater	\$63.35	\$69.61	\$6.26
TOTAL	\$144.29	\$158.64	\$14.35

Water Conservation Tips

By upgrading fixtures and changing some habits, it is possible to reduce your household's water use by over 20 per cent!



IN THE BATHROOM

- Replace old toilets and shower heads with low-flow plumbing fixtures
- Take short showers instead of baths

IN THE KITCHEN AND LAUNDRY ROOMS

- Wash full loads whenever possible
- Keep drinking water in the refrigerator instead of running the faucet until the water is cool
- Look for ENERGY STAR™ dishwashers and washing machines

OUTDOORS

- Water early in the morning; water deeply and less often. Lawns require just 2 to 3 cm of water per week!
- Catch rainwater using a rainbarrel to re-use for the garden

2011 User Rates

Every year, Aurora Town Council approves your water rate – a combination of charges for both water use and wastewater disposal. **As of May 1, 2011, the combination of these rates will increase by about 23 cents per cubic metre to \$2.5586 per cubic metre.**

Effective date	Cost per cubic metre
May 1, 2011	\$2.5586
May 1, 2010	\$2.3272

In keeping with previous years, the new rates for 2011 are **effective for all bills issued on or after May 1, 2011.**

The full costs of operating the water distribution system, the wastewater collection system and the storm water collection and management systems are fully recovered from user charges. No tax levy subsidy is to occur. Further, the Town is required to demonstrate the full cost recovery, including the recovery of the necessary capital costs to maintain the systems in perpetuity.

WATER AND WASTEWATER RATES BY TYPE

Type	Water	Wastewater
Metered service	\$1.4359 per cubic metre	\$1.1227 per cubic metre
Non-metered service (refusal by homeowner to install metre)	\$90 per month	\$70 per month
Non-metered service (installation of meter is not physically possible)	\$45 per month	\$35 per month

STORM SEWER RATES BY TYPE

Type	Rate
Residential (including residential condominiums)	\$4.11 per unit monthly OR \$12.33 per unit quarterly
Commercial, industrial, multi-residential (apartment) properties	\$57.69 per metre monthly OR \$115.38 per bi-monthly