

Water, Wastewater and Stormwater Rates

Rates are effective May 1, 2018

2018 User Rates

Aurora Town Council approves water rates each year, which includes charges for water use and wastewater disposal. As of May 1, 2018, the combined rates increased by 40 cents per cubic meter.

The new rates for 2018 are effective for all bills issued on or after May 1, 2018. The full costs of operating the water distribution system, the wastewater collection system and the stormwater collection and management system are fully recovered from user charges, not the tax levy. The Town of Aurora is required to recover the necessary capital costs to maintain the systems in perpetuity.

Water and Wastewater Rates

Effective	Cost per cubic meter		
	Water	Wastewater	Combined
May 1, 2018	\$2.01	\$2.72	\$4.73
May 1, 2017	\$2.29	\$2.04	\$4.33

Storm Sewer Rates

Type	Rate
Residential (including residential condominiums)	\$5.28 per unit per monthly or \$15.84 per unit quarterly
Commercial, industrial, multi-residential properties (i.e. apartment buildings)	\$67.07 per meter monthly or \$134.14 per meter bi-monthly

Typical Residential Customer Billing

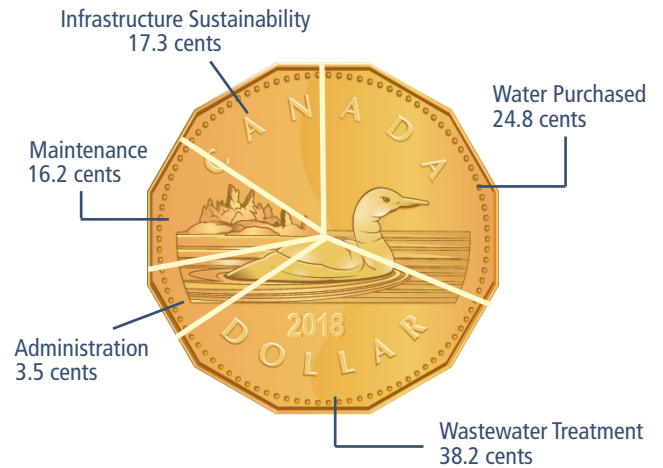
Residential customers are billed every three months (quarterly). Average residential water use per quarter is 62 cubic meters. A residential customer using this amount of water will have a billing increase of \$24.80 each quarter.

Type	2017	2018	Increase (Decrease)
Water	\$141.98	\$124.62	(\$17.36)
Wastewater	\$126.48	\$168.64	\$42.16
Total	\$268.46	\$293.26	\$24.80

Water Meter Readings

Residential 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. Property owners are responsible for all water that is registered on the water meter. Please check the leak indicator on your water meter to ensure that you do not have a leak.

2018 Water, Wastewater and Stormwater Budget



Water Meter Replacement Program

The Town will continue our water meter replacement program in 2018. This program will be carried out by Wamco on behalf of the Town. You will be receiving notification from Wamco in regards to scheduling your meter replacement. There is no charge for the water meter replacement. If you have any questions, please contact the Town of Aurora at 905-727-1375.

Water Rate Increases

Since the tragic events occurring with Walkerton Ontario's water supply in 2000, the Province of Ontario has implemented a number of stringent regulations for all municipalities and some private water system operators.

York Region supplies the Town of Aurora with clean water and treats our wastewater. York Region's water comes from a number of sources including water purchased from the City of Toronto and water pumped from underground aquifer wells in York Region. The Town of Aurora remains vigilant in its maintenance, operation and water quality testing to ensure your water is of the highest quality for your family.

The City of Toronto, York Region and Aurora must comply with the provincial legislation and ensure their respective systems, pipes and equipment are properly maintained and tested in accordance with these new regulations and funded appropriately for timely replacements as needed. The cost for these enhancements has necessitated significant water rate increases by all Ontario municipalities in the last number of years.

Water Bill Payments Methods

BY MAIL

Please do not put cash in the mail. Cheques should be made payable to: **Town of Aurora**. Cheques can be mailed to Aurora Town Hall at:

100 John West Way, Box 1000
Aurora, Ontario, L4G 6J1

IN PERSON

Visit Access Aurora at Aurora Town Hall, 1st floor, 100 John West Way or the Joint Operations Centre, 229 Industrial Parkway North to pay by cash, cheque or Interac®

Hours of operation:

Monday to Friday, 8:30 a.m. to 4:30 p.m.

Extended hours at Town Hall only
Tuesdays until 8:30 p.m.

AFTER HOURS DROP-BOX

Not able to make it to Aurora Town Hall during regular business hours? Cheques can be left in the deposit drop-box, located outside of Aurora Town Hall, 1st floor. **Please do not put cash in the drop-box.**

FINANCIAL INSTITUTIONS

Water bills can be paid at most banks on or before the due dates. Please note, payments received after the due date are subject to late payment charges.

CREDIT CARD (ONLINE ONLY)

Visit plastiq.com to pay water bills through Plastiq, a third-party payment provider. Please note, service charges will be applied by Plastiq. **The Town of Aurora does not accept credit card payments.**

TELEPHONE/ONLINE BANKING

Check with your financial institution for the availability of telephone or Internet-based banking. Your water billing account number is the 10 digit number which is located in the upper left corner of your water bill.

LATE PAYMENT CHARGES

Residential bills are issued quarterly and are usually due on the 20th day of the following month. Commercial bills are issued bi-monthly and are usually due on the 20th day of the following month. Customers with an amount due after the due date will have a **5 per cent penalty** added and are issued a reminder notice giving them ten business days to pay or their water may be shut off incurring additional charges.



ADVISORIES

Please be advised, neither Council or Town staff have the authority to waive or alter late payment or interest charges.

Failure to receive a water bill does not excuse a resident from the responsibility for payment and does not relieve them of late payment charges.

Contact us



Town of Aurora
100 John West Way,
P.O. Box 1000
Aurora, Ontario L4G 6J1

Phone: 905-727-1375

Fax: 905-726-4769

Email: info@aurora.ca

Website: aurora.ca



Get involved

ONLINE

The Town maintains several online communication channels to allow residents to interact with us. Like us on Facebook, follow us on Twitter, check us out on Instagram, or visit our website and engage with us on PlaceSpeak, view our videos on YouTube, check our employment opportunities on LinkedIn. The Town of Aurora wants you to get involved in your community and interact with us. Please visit aurora.ca.

AURORA MATTERS NEWSLETTER

The Town distributes a monthly e-newsletter to keep residents informed of events and what's happening in Town. To subscribe, please visit aurora.ca/auroramatters.

IN PERSON

Get involved in our community the good old-fashioned way! Throughout the year, the Town of Aurora offers engagement opportunities at public meetings, open houses, events and more. This is a great opportunity to meet Town staff and members of Aurora Town Council. The Town of Aurora also encourages residents to apply to become a member of one of our committees or boards.

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE FORMAT BY REQUEST.