

## Water, Wastewater and Stormwater Rates

Rates are effective May 1, 2020

### 2020 User Rates

Aurora Town Council approves water rates each year, which includes charges for water use and wastewater disposal. As of May 1, 2020, the combined rates increased by 12 cents per cubic meter.

The new rates for 2020 are effective for all bills issued on or after May 1, 2020. 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 Date	Cost per cubic meter		
	Water	Wastewater	Combined
May 1, 2019	\$2.18	\$2.65	\$4.83
May 1, 2020	\$2.18	\$2.77	\$4.95

### Stormwater Rates

Type	Rate
Residential (including residential condominiums)	\$7.09 per unit monthly or \$21.27 per unit quarterly
Commercial, industrial, multi-residential properties (i.e. apartment buildings)	\$90.07 per meter monthly or \$180.14 per meter bi-monthly

### Water Facts

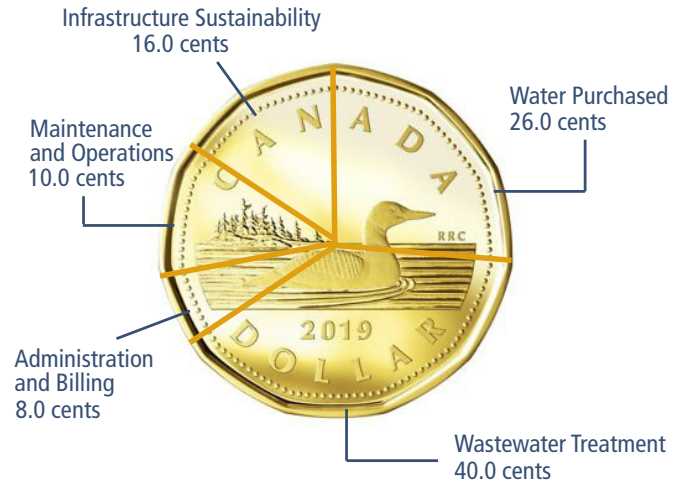
Having a continuous leak from a faucet or fixture over a three month period wastes water and adds up significantly on your bill.

Leak stream Diameter	Cubic Meters (m3)	Total (\$)
● 1/4"	4,475	+/- \$25,000
● 3/16"	2,521	+/- \$14,000
● 1/8"	1,115	+/- \$6,000
● 1/16"	280	+/- \$1,500

### 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.

### 2020 Water, Wastewater and Stormwater Budget



### Water Meter Replacement Program

The Town will continue the water meter replacement program in 2020. This program will be carried out by Wamco on behalf of the Town. If your water meter is due to be replaced, you will receive 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.

### Did You Know?

The Town of Aurora has now implemented online forms to make all necessary changes to your water account. Property owners wanting to transfer the water bill to the tenants name are required to fill out the appropriate online forms under the category "Renting Your Property". Property owners selling/purchasing a property are required to fill out the appropriate online forms under the category "Purchasing/Selling a Property". Both categories are listed at [aurora.ca/waterbilling](http://aurora.ca/waterbilling).

## 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, 1<sup>st</sup> 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, 1<sup>st</sup> 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](http://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 20<sup>th</sup> day of the following month. Commercial bills are issued bi-monthly and are usually due on the 20<sup>th</sup> 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. If payment is not received within the 10 days, the outstanding invoice will be transferred to the property tax account and a \$30 charge will be added. This could result in a lien against the property in accordance with Section 398 subsection 2 of the Municipal Act and will be collected in the same manner as your property tax.



### 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.

### RENTING YOUR PROPERTY

Please fill out the mandatory form found under the category "Renting Your Property" if you would like your tenant to receive the water/wastewater bill. You can find the forms on our website [aurora.ca/waterbilling](http://aurora.ca/waterbilling). In the event the charges for water/wastewater are not paid by your tenant, the arrears becomes the property owner's responsibility and may result in the water arrears being transferred to the property tax account.

## 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](mailto:info@aurora.ca)

Website: [aurora.ca](http://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, visit our website, engage with us at [EngageAurora.ca](http://EngageAurora.ca), view our videos on YouTube and 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](http://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](http://aurora.ca/auroramatters).

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