



WATER INFORMATION

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Water Rates

Our water rates are a \$23 bi-monthly flat rate, plus \$3.09/m³ for water consumed. Carla Trepanier is the contact person for water inquiries email: admin@dawneuphemia.on.ca.

How often is my water utility bill issued?

Water bills are issued once every two months and due on the last business day. Water consumption is based on actual reads 3 times annually, and an interim estimate.



2022 Due Dates

- February 28 – Estimate
- April 29 – Read
- June 30 – Estimate
- August 31 – Read
- October 28 – Estimate
- December 30 – Read

How can I pay my water bill? Water bills can be paid at the municipal office by cheque, cash or debit; by telephone or internet banking, payment at your financial institution, pre-authorized payment, by mail, or by dropping your payment off in the after-hours drop box located to the left of the main office door. The drop box is checked regularly and your receipts will be stamped and mailed to you. Please keep in mind that it can take up to 3 days for your online payment to be received by the Township. The best way to ensure you are never late for a payment, is to sign up for pre-authorized payments whereby water payments are automatically withdrawn from your banking institution on the due date.

Where does our water come from? The Township purchases water from Enniskillen Township, who in turn purchases water from the Town of Petrolia's water treatment plant located in Bright's Grove on Lake Huron.

How many people are connected to the Water System in Dawn-Euphemia? There are approximately 387 farm and residential users. **The Township's Public Works Department provides the following water services:**

- ✓ Operation, repair and maintenance of the distribution system, including emergency repairs. The property owner is responsible for the portion of the water main from the property line to the house
- ✓ Installation of new connections
- ✓ Repairs/replacement of water meters
- ✓ Flushing of the water mains
- ✓ Reading the water meters

What is m3 Charge? The current charge of \$3.09 m³ is water consumption, per cubic meter, that ran through the water meter during the billing period. The per m³ charge reflects the cost of providing water, and includes purchasing water from Enniskillen Township, and costs associated with operations, treatment, and transmission to your property line.

What is the Flat Rate Bi-Monthly Charge? The \$23 bi-monthly base charge, cover costs for maintaining existing infrastructure, upholding regulatory compliance with clean water statutes, and long-term investments in improvements to infrastructure such as new pipes, large meter replacements and future capital replacement cost of the system.

Who should I call if there is a water emergency? Please contact the Township during business hours at 519-692-5148 or after hours (for emergencies only) at 519-401-4808 and give the details of the emergency.



I am going away for an extended period of time. What should I do? Check all plumbing fixtures, such as inside and outside taps, and ensure they are completely turned off.



In the winter, it is essential you maintain some household heat while you are away to prevent your meter from freezing. The Township charges to replace a frozen meter. If you are lowering or turning off the heat, you should drain your water system to prevent any damages resulting from freezing. Please contact a plumber for more information.



You will continue to receive a bi-monthly water bill for any consumption and flat fees. You may want to take advantage of our pre-authorized payment plan to ensure your bill continues to be paid on time, in your absence.

What Happens if I don't pay my Water Bill? If water bills remain unpaid after the due date, the Township issues one final "Overdue Notice" advising customers that unpaid water accounts will result in the water being shut off. Customers

Leaks cost you money as all water passing through the meter shall be charged for whether used or wasted:

- ✓ 1/16" A continuous leak creating a stream of water this size would waste 93 m³ of water a year.
- ✓ 1/8" A continuous leak creating a stream of water this size would waste 372 m³ of water a year.
- ✓ 1/4" A continuous leak creating a stream of water this size would waste 1,491 m³ of water a year.

are charged a disconnection fee of \$100 and a reconnection fee of \$100 which results in \$200 being added to the outstanding amount. (If the water is reconnected outside normal working

hours, the fee is \$400 added to the outstanding amount). The total outstanding amount must be paid by cash, interact, certified cheque, bank draft or money order before your water is reconnected.

Payment Arrangements: The Township will consider repayment arrangements for any outstanding accounts. This can be done by contacting Carla Trepanier, Accounts Receivable (admin@dawneuphemia.on.ca), to arrange a payment plan, *providing payment arrangements are made prior to disconnection.*

Why is my water bill suddenly very high? A sudden rise in your metered water bill amount may be due to a number of reasons including:

- An increase in the number of people living in the house, resulting in greater water usage, such as new tenants, new owners, more people, visitors etc.;
- A dry, hot summer, resulting in higher water consumption;
- New appliances (such as a water-cooled air conditioner, humidifier, dishwasher, hot water tank, heating system, lawn sprinkler system);
- It could be a result of higher seasonal demands.
- Could be a leak or running toilet.

How do I check for leaks?

Leaks can end up causing extremely high bills. If you are aware of any type of water leak in your house you should repair it immediately.



It is important to check for leaks on your property which could indicate that the leak is outside the house. Leaking toilets and other fixtures will increase the amount of your water bill. All water consumption, including water consumed by leaks, is the property owner's responsibility and is charged to your water account.

- To check for leaks, make sure no water is running, and then check to see if the meter is turning. If it is, water is flowing through the meter indicating a leak somewhere. The homeowner is responsible for all plumbing repairs and maintenance. The Township is not responsible for internal plumbing leaks.
- **Faucets** - Check all faucets and piping for leaks by monitoring for drips of water under sinks and from exposed pipes. Perform an inspection with the water on and off, as some leaks only occur when the water is on.
- Plumbing leaks in toilets and/or fixtures is very common. To check for leaks, lift the lid off of the water tank, drop in some food colouring or brewed tea or coffee, and come back in 20 minutes. If, without flushing the toilet, the colour appears in the bowl your toilet has a leak that should be repaired.

Is Your Toilet Running?



A toilet that continues to run after flushing, if the leak is large enough, can waste up to 200,000 litres of water in a single year!