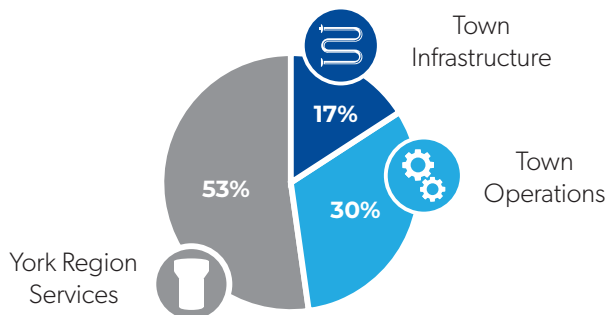


How is the budget allocated?

Water Conservation



The Town collects funds through water and wastewater rates to pay for three main areas:



York Region Services

Water supply to the Town and wastewater treatment

York Region provides the Town with clean, treated drinking water which comes from groundwater as well as surface water from Lake Ontario (purchased from Peel Region and the City of Toronto). The Region also treats all wastewater for the nine municipalities.

Town Operations

Water delivery to residents and wastewater collection



Town staff collect and test over **5000** regulated water samples annually

It's the Town's responsibility to maintain the water system and to ensure that every time you turn on your tap there is safe drinking water available. The Town is also responsible for ensuring that wastewater is collected for treatment.

Town Infrastructure



The Town maintains over **270 kms** of Town water and wastewater pipes

To maintain a safe drinking water system it is imperative that sufficient funding is in place for the long term repair and replacement of the water and wastewater infrastructure/pipes.

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	Cubic Meters (m3)	Total (\$)
● 1/4"	4,475	+/- \$25,000
● 3/16"	2,521	+/- \$15,000
● 1/8"	1,115	+/- \$6,000
● 1/16"	280	+/- \$1,500

Reduce

- Do not rinse dishes before placing them in the dishwasher – instead scrape them into the green bin.

Repair

- Leaks from faucets and fixtures such as water softeners and toilets are the most common causes of high bills. Leak detection kits are available to test your toilet.

Retrofit

- Older toilets (installed before 1994) can use between 13 to 20 litres of water per flush. An average person flushes the toilet 5 times per day. New water efficient toilets use 4.8 to 6.0 litres per flush. Replacing a high-volume toilet is one of the best ways to reduce water use and save money.

Reuse Rain Water

- Collect roof water for reuse via a rain barrel. Visit www.rainbarrel.ca for more information.

Outdoor Watering

- Water early morning to reduce evaporation and avoid fungus growth and mould.
- Let the water soak in. If water puddles due to dry or compacted soil, stop watering and allow time for it to seep into the ground.



2023 Water and Wastewater Rates

We're here to help!

If you have any questions about your water/wastewater bill, please contact the Town at:

☎ 905-478-4282

@ waterbilling@eastgwillimbury.ca



2023 Water Rates

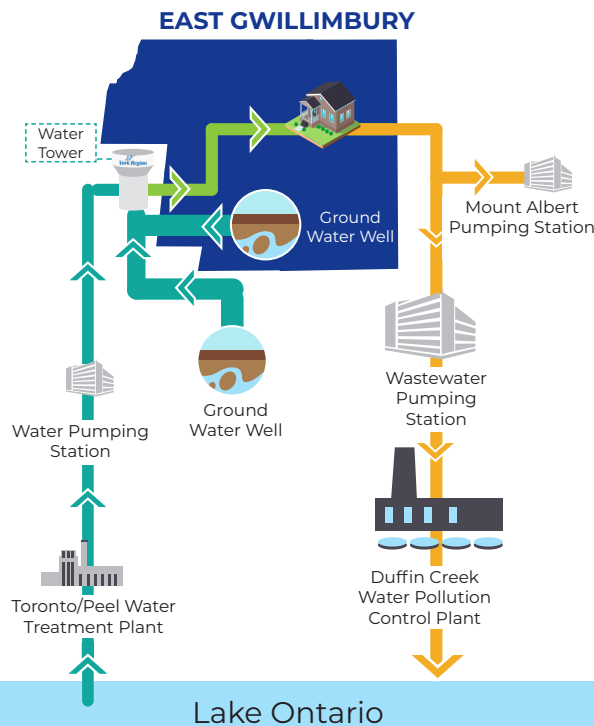
Council approved a 0% increase to the water/wastewater rates for the majority of users. This is the fourth consecutive year that no increase has been levied for the water/wastewater rates. There will be an increase to the fixed rate for those with larger water meters, that will affect only a small portion of our Town, specifically larger facilities and businesses. This increase will be phased in over three years.

2023	Water Rates	Wastewater Rates
Residential Usage	<35m ³ - \$2.28 >35m ³ - \$3.74	\$2.19
Non-Residential Usage	<35m ³ - \$2.28 >35m ³ - \$3.00	

Meter Size	2023 Fixed Charge Per Service (water and wastewater)
5/8" and 3/4" meters	\$23.00 per month/per service
1"	\$34.50 per month/per service
1.5"	\$53.67 per month/per service
2"	\$76.67 per month/per service
3"	\$130.33 per month/per service
4"	\$207.00 per month/per service
6"	\$398.67 per month/ per service



Water Network



This illustration shows how water gets to homes in East Gwillimbury and where wastewater is sent for treatment. This network of Town and Regional infrastructure makes up our water and wastewater system and is paid for by the Town's fixed charge.



Paying your water bill

The Town offers two automatic withdrawal options for paying your water bill.

Pre-set Payments



Equal payment plan, estimated monthly payments based on annual historical usage.

Pre-authorized Payments



The monthly bill amount is withdrawn automatically from your bank account on the bill due date. Applications are available at Customer Service or on our website at www.eastgwillimbury.ca/WaterPap



In-person



By mail



Your bank



Online

19000 Leslie St.
Sharon ON

Receive e-bills, view account details and pay online!

Residents can access their tax and water bills online and receive e-bills via the Town's online portal! Register to:

- View account balances
- View account transactions
- View your bill(s)
- Receive your tax and water bills via email
- **NEW! Pay online***

To set-up your account, visit www.eastgwillimbury.ca/OnlinePortal and use the 5-digit access code on your tax and water bills to log in.

* A service charge by the credit card processing company, independent of the Town, will be charged.

Deferral Programs

The Town offers a deferral program for low income seniors and residents with a disability. For more information, visit www.eastgwillimbury.ca/WaterRates