

Media Notice

July 19, 2017

FOR IMMEDIATE RELEASE

QUESTIONS ABOUT YOUR WATER BILL

As a resident or business in Whitchurch-Stouffville, you may have received your Whitchurch-Stouffville Water and Sewer bill in the mail recently. Here are some answers to some commonly asked questions about your bill:

1. My bill is higher than normal. Has the billing cycle changed?

The billing cycle for your most recent bill has indeed changed from the standard three months. Your most recent bill has a billing cycle of approximately 5 months.

The Town's relationship with the previous meter-reading company ended at the end of May. We have advertised for a new company and will have a new vendor in place by December 31 of this year. In the meantime, we have hired an interim company to read the Town's 12087 water meters. This company, with help from our Public Works department, most recently read your meter between June 21 and July 6.

Previously, the last time your meter was read was around February 6 of this year. Therefore, because of the switch in vendors, we have a billing period of 5 months. This is a ONE-TIME billing period.

2. What will the billing cycle be in the future?

Starting with your next bill, you will be back to a 3-month cycle. Bills will

be issued quarterly within a calendar year. Billing periods will now end March 31, June 30, September 30 and December 31.

Your next reading will be made starting September 18 (readings usually take about 2 weeks to cover the Town).

3. How much do I pay for water and sewer services in Whitchurch-Stouffville?

The water and sewer rates for 2016 and 2017 are as follows:

Date	Water rate (/m³)	Sewer rate (/m³)	Total (/m³)
March 2016	\$1.66	\$2.09	\$3.75
March 2017	\$1.87	\$2.24	\$4.11

A detailed summary can be found on our website at townofws.ca/waterbills.

4. Can you please change our due date for the most recent bill?

Yes, we can. For your convenience, we have changed the due date for your most recent water and sewer bill. It is now due **Friday, August 11**. Any payments received at our office by that date will not be charged interest.

If you have any questions about your water and sewer bill, please visit our water and sewer billing page on our website at townofws.ca/waterbills or contact our Revenue and Taxation Division, Monday to Friday 8:30 a.m. – 4:30 p.m. at 905-640-1910 ext. 2242. You can also email us at water@townofws.ca.