

## **This Notice to provide information on current billing structure and fee increases scheduled for 2017.**

### **Changes in the billing period**

- Currently the quarterly billing reflects Mar-May, Jun-Aug, Sep-Nov, Dec-Feb, which does not coincide with the calendar year and this will be changed as follows:
  - You will receive your Sep-Nov billing in early Dec and it will be due Dec 31<sup>st</sup>
  - You will receive a Dec bill in early Jan which will be due and payable by Feb 28<sup>th</sup>
  - The new Water and Sewer bylaws will be increasing the days to pay from 30 days to 60 days, therefore, from Jan onwards the quarterly billing and due dates will be as follows:
    - Billing period Jan-Mar, dated April 1<sup>st</sup> – Due May 31<sup>st</sup>
    - Billing period Apr-Jun, dated July 1<sup>st</sup> – Due Aug 31<sup>st</sup>
    - Billing period Jul-Sep, dated Oct 1<sup>st</sup> – Due Nov 30<sup>th</sup> – Balances outstanding at Dec 31<sup>st</sup> will be transferred to property taxes
    - Billing period Oct-Dec, dated Dec 31<sup>st</sup> – Due Feb 28<sup>th</sup>

### **Your utility fee billing includes fees for water, sewer and garbage service:**

*Water fees have two components for residential and non-residential billing:*

- Basic fee – this is used to raise revenue for capital infrastructure which is held in reserve and then is used to leverage grant funding and supplement debt financing
- Consumption fee – this is to raise revenue for current year's operating expenses to maintain and repair current infrastructure. The first 30 m3 per month is billed at .26 per m3. While 30 m3 seems small, it is the equivalent of approx. 7500 liquid US gallons.

*Sewer fees have one component for residential billing and two components for non residential:*

- Basic fee – this is used to raise revenue for capital infrastructure which is held in reserve and then is used to leverage grant funding and supplement debt financing. This fee is also used to cover annual operating expenses to maintain and repair current infrastructure.
- Consumption fee – a consumption fee is based on water usage, but this is only applied to non-residential accounts and becomes applicable on over 30 m3 per month

### *Garbage Fees*

- The green tags that are bought for the garbage bags are to pay for tipping fees, while the garbage fee on your utility bill pays for the contracted service of garbage and recycling pickup

Accounts are billed quarterly but read monthly and these monthly readings show on your bill. The readings are done monthly so that fluctuations can be monitored in a proactive manner.

Effective January 1<sup>st</sup>, there will be an **additional \$3.00 fee per quarter for paper billing** to cover postage and handling costs. Please sign up for electronic billing to avoid that fee, just send an email request to [finance@rossland.ca](mailto:finance@rossland.ca) .

The following changes will take effect in Water Rate Fees effective January 1<sup>st</sup> 2017 upon adoption of Bylaw 2622 later this year.

Section	Description of change	Reason
1	10 % increase in Non- metered fixed Residential Rate	Higher than 4.5% to encourage compliance to metering
	Additional Fee for non-compliance to be levied quarterly \$100/unit in March, June, Sep, Dec	Approximately 40 accounts have still not complied with the metering program and this should encourage compliance
2	Increase of 10% in Non metered fixed non- Residential Rate	Higher than 4.5% to encourage compliance to metering
	Additional Fee for non-compliance to be levied quarterly \$100/unit in March, June, Sep, Dec	Approximately 40 accounts have still not complied with the metering program and this should encourage compliance
3	3% increase in METERED Residential and Non Residential BASE Rates per unit	With consumption rate increase achieves the 4.5% as budgeted
4	8% increase in METERED Residential and Non Residential Consumption Rates	With base rate increase achieves the 4.5% as budgeted
5	Water Turn Off / Turn On \$ 40.00/ea Water Turn Off / Turn On Fine for unauthorized use \$ 200.00 Per occurrence Unpaid amounts will be transferred to the Utility Bill and transferred to Property Tax if due and payable at December 31 <sup>st</sup> of any year.	Currently no fee exists for this service.  A fee encourages compliance, better scheduling and promotes safety.
5	Meter Repair Fee: \$ 25.00 per month <b>First Notice:</b> Door or Letter notifying that access is required to check the meter due to failed meter read <b>Second Notice:</b> Letter/email sent out at 30 days due to no response <b>Third Notice:</b> Letter/email sent at 60 days due to no response and Meter Repair Fee levied monthly until access given	Currently, it is impossible to enforce homeowners to arrange access to their meter when there is a failed meter read.  It is necessary to inspect the meter for tampering or malfunction so that the meter can be read properly.
6	Elimination of the Seniors discount of \$20 per year	A senior's discount is subsidized by the remainder of the billing customers and is difficult to apply fairly to all seniors administratively.
	Paper Billing Fee \$3.00 per quarter	This is to encourage electronic billing, a far more cost effective process than paper billing which incurs postage and labour intensive processes.

The following changes will take effect in Sewer Rate Fees effective January 1<sup>st</sup> 2017 upon adoption of Bylaw 2623 later this year.

Section	Description of change	Reason
1	10 % increase in Non- metered fixed Residential Rate	Higher than 4.5% to encourage compliance to metering
2	Increase of 10% in Non metered fixed non -Residential Rate	Higher than 4.5% to encourage compliance to metering
3	3% increase in METERED Residential and Non Residential BASE Rates per unit	With consumption rate increase achieves the 4.5% as budgeted
4	8% increase in METERED Residential and Non Residential Consumption Rates	With base rate increase achieves the 4.5% as budgeted
5	Elimination of the Seniors discount of \$20 per year	Removed because a senior's discount is subsidized by the remainder of the billing customers and administratively, it is difficult to apply fairly to all seniors
	Addition of a Non Residential Service without water service rate	For those customers on their private septic system