

About your Water Bill

The Town of Lanigan reads and sends out water bills every two months. Readings are done in January, March, May, July, September and November. The bill you receive includes your actual water consumption for the previous two months and our minimum water charge for the next two months.

Example:

January 2019 Meter Reading	170,000 gallons
November 2018 Meter Reading	160,000 gallons
Consumption	10,000 gallons

So for the period November 2018 to December 2018 you used 10,000 gallons. Under the Town of Lanigan Water & Sewer Bylaw your minimum is \$185.20 for water, sewer & infrastructure. This allows you to use up to 8,000 gallons for the two months. Any usage over 8,000 gallons is charged at a rate of \$19.00 per 1,000 gallons of water and \$4.25 per 1,000 gallons of sewer thereafter.

In the example above the individual would be charged as follows:

<u>Minimum</u>	
January & February 2019	\$185.20

Overage

10,000 gallons	
(8,000) gallons	
2,000 gallons x 19.00/1,000 gallons	\$ 38.00
<u> x 4.25/1,000 gallons</u>	<u>\$ 8.50</u>
Utility Bill for 2 months	\$231.70

How does Council arrive at the current water & sewer rates?

When Council reviews its water & sewer rates they are guided by the following principle. "That the water & sewer utility be self-financing, where the user pays for the cost of the service". If this is not achieved, taxpayers must pick up the deficit. When determining the water & sewer rates, Council must consider the following:

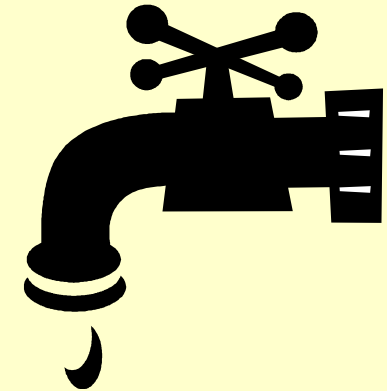
- Total operating expenditures
- Long term capital debt
- Future infrastructure replacement

Under the Town of Lanigan Waterworks Information Rate Policy and Capital Investment Strategy, water & sewer rates are reviewed annually. A copy of the Policy is available on the Town of Lanigan website under Administration - Town Services - Waterworks Information.



TOWN OF LANIGAN

Water & Sewer Information Common Questions & Answers



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Water & Sewer Billing & Collection Policy

1. Accounts for water & sewer service shall cover a two-month consecutive period. The Town shall pre-bill all accounts in the month of January, March, May, July, September and November of each year and shall include any overage from the previous two months.
2. Accounts shall be paid by the 15th of the month following the date issued.
3. If an account is not paid by the due date indicated on the billing the water service MAY be disconnected. When the water service is cut off, it shall not be turned on until all arrears have been paid, together with a fee of \$50.00 to cover the expenses of turning off the water and turning it on again. If it is required to turn on the water service outside Town employees' regular working hours, the fee shall be \$100.00.
4. Consumers who owe for one month or more after the billing period will be sent a Final Notice to request payment within 7 days or that satisfactory payment arrangements are made with the Town Office. If payment is not received water service MAY be disconnected. The above charges mentioned in Section 3 above will apply before a service is turned back on.
5. Payments must be received in office by the due date.
6. This Policy is to come into effect July 1, 2019.

My Water & Sewer bill is very high. Do I have a Problem?

Every billing period we review individual water consumption and will re-read a meter if we feel a household is using more water than in the past. In our re-read we like to read the water meter in the basement as it reveals the actual amount used. Your outside readout relies on a signal from the inside meter in order to move. Water meters only move when water flows through them.

If you feel your reading is high you may wish to try a couple of things to see if you have a water leak.

1. Put some food coloring in your toilet tank and see if the colored water seeps into your toilet bowl.
2. Read your meter before you go to bed or leave the house. Assuming you have not turned on any taps check to see if your water meter in the basement has moved.
3. Ensure your water softener is not leaking and/or not recycling more often than it needs to.
4. If you have water purification system such as a reverse osmosis unit ensure it is working properly. Some reverse osmosis units may use as much as 3 gallons to make 1 gallon of drinking water.



How can I practice good water conservation?

Practicing good water conservation is everyone's responsibility. Should you detect a leak in your plumbing system have it fixed as soon as possible. One drip per second will waste over 2000 gallons of water in a year.

- When renovating or building new, install water conservation fixtures such as low flow toilets.
- Keep water in the fridge instead of running your tap until the water turns cold.
- Do not over water lawns. A lawn requires approximately 1 inch of water a week.
- When using a dishwasher, turn on the unit when the dishwasher is full.
- Install a low flow shower head.
- Develop a low water landscape yard.

Breakdown of Indoor Water Use

- Drinking & Cooking 5%
- Laundry 20%
- Shower & Baths 30%
- Toilets 45%