

# Are You Affected by the Proposed Changes?

The proposed Rate Design and Billing Period will affect all water customers eventually.

## Inside the City boundaries

- ◆ Metered billing will start on Jan. 1, 2020
- ◆ Your first bill will be issued mid-May 2020
- ◆ The rates in the Proposed Rates table will affect your bill starting Jan. 1, 2020

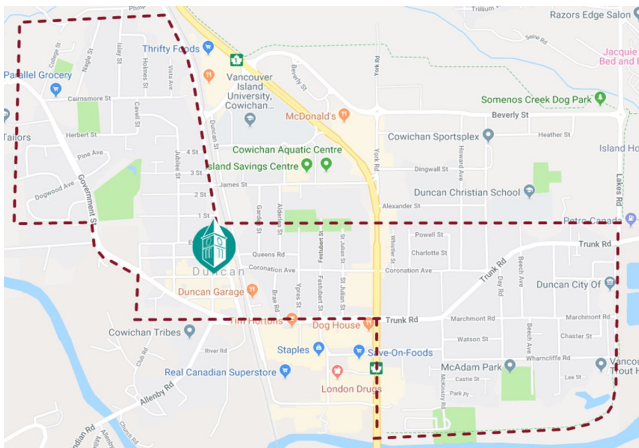
## Outside the City boundaries

- ◆ Metered billing will start in 2021
- ◆ The rates set out in the Proposed Rates table will **not** affect you. These rates will be determined at a later date.

# Am I Inside the City Boundaries?

Yes, if any of these apply to you:

- ◆ You pay your property taxes to the City
- ◆ Your utilities account number starts with 100, 610 or 810
- ◆ Your property is inside the red dotted line as show in the map below



# Saving Water at Home

- Fixing household leaks right away saves up to 20 gallons a day
- Washing only full loads of dishes and laundry saves up to 50 gallons per week
- Spending only 5 minutes in the shower saves up to 8 gallons each time
- Turning off water while brushing your teeth saves up to 2.5 gallons a minute
- Buying water-saving devices like high-efficiency washing machines or toilets saves many gallons a day
- Using a broom instead of a hose to clean your driveway saves up to 150 gallons each time
- Cutting down on watering your lawn to 1-2 days a week saves up to 840 gallons
- Watering your plants in the early morning or evening to reduce evaporation saves up to 25 gallons each time
- Checking your sprinklers for leaks and repairing quickly saves up to 500 gallons a month
- Installing a smart sprinkler controller that adjusts watering based on weather saves up to 40 gallons a day



# City of Duncan PROPOSED METERED WATER RATES & BILLING PERIODS

# PUBLIC CONSULTATION



For more information go to  
[www.duncan.ca](http://www.duncan.ca)

Or contact **City Hall**  
P: 250-746-6126  
E: [utilities@duncan.ca](mailto:utilities@duncan.ca)



# What Are the Proposed Changes?

◆ **Billing three times a year, instead of twice to promote conservation**

This way you can see how much water you are using more often and be able to reduce your use & save money.

◆ **Replace the current metered minimum charge with a Meter Service Charge**

This charge collects the costs to maintain, replace and read the meters. If you have a small meter/service size you pay less than a customer with a large meter/service size.

83% of customers have a small 19 mm meter, which will cost \$36.49/four months, plus consumption.

◆ **Replace the current tiered rates with one Water Consumption Charge**

This way everyone is treated the same. You pay for the water you use.

40% of customers can expect their water bill to go down if they maintain their current consumption.



## Public Consultation

The City is only considering the proposed rates & billing period changes. If you have any comments or suggestions, this is your opportunity to share them with us!

## What Are We Asking?

**Which Rate Design do you prefer.** The proposed rate which is a pay-per-use rate where higher users pay more & lower users pay less or the existing rate with a minimum charge no matter how much water you use.

**Which Billing Period do you prefer.** The proposed period of three times a year, the current period of twice a year, or an alternative period such as four times a year.



## What's Staying the Same?

Other than a 3% inflation adjustment, the amount of **money collected** by the City from customers does **not increase**, rather the proposed rate is designed to provide customers with an opportunity to decrease their water bills.



## How to Provide Feedback?

- ◆ Visit us at the Duncan Farmers' Market on October 5<sup>th</sup> and 12<sup>th</sup>
- ◆ Stop by City Hall & fill out a comment form
- ◆ E-mail feedback to [utilities@duncan.ca](mailto:utilities@duncan.ca)
- ◆ Go to [www.placespeak.com/topic/6227](http://www.placespeak.com/topic/6227)

Please have your comments in by Oct. 18

### Proposed Metered Rates

The rate includes a Meter Service Charge and a Water Consumption Charge for each cubic metre used

#### A. METER SERVICE CHARGE

For each 4 month period

Service Size	2020
19 mm	\$36.49
25 mm	\$60.81
38 - 200 mm	\$121.62 - \$972.98

#### B. WATER CONSUMPTION CHARGE

\$0.815 for each cubic metre (m<sup>3</sup>) consumed

*Note: 2020 rates apply inside the City boundaries only*

*(Cubic metre = 1,000 liters)*

### Existing Metered Rates

#### MINIMUM CHARGE

Up to 113 m <sup>3</sup>	\$78.18
Up to 113 m <sup>3</sup> - Multi-Family (per unit)	\$33.38

#### MORE THAN 113 CUBIC METRES

Tier 1 - per m <sup>3</sup>	\$0.515
Tier 2 - per m <sup>3</sup>	\$0.536
Tier 3 - per m <sup>3</sup>	\$0.556

*Note: 2019 rate, plus a 3% inflation adjustment, converted to three billing periods per year*

Pay for the water you use!



Use less, pay less.