

2024 Water & Wastewater/Stormwater Rates

City Council has approved a combined 10.04% increase to the water and wastewater/stormwater rates. The following rates based on metered water consumption are effective January 1, 2024:

	2023	2024	Increase
Water Fixed Charge (daily for meters < 25mm)*	\$0.43	\$0.48	\$0.05
Consumption Charge Block 1 (0-10 cubic metres/month)	\$0.98	\$1.07	\$0.09
Consumption Charge Block 2 (>10 cubic metres/month)	\$1.96	\$2.13	\$0.17
Wastewater/Stormwater Fixed Charge (daily for meters < 25mm)*	\$0.47	\$0.52	\$0.05
Treatment Charge Block 1 (0-10 cubic metres/month)	\$0.98	\$1.08	\$0.10
Treatment Charge Block 2 (>10 cubic metres/month)	\$1.96	\$2.15	\$0.19

Water, Wastewater and Stormwater budgets contain fixed costs that are not related to how much water is used.

*Rate is for a 15-21 mm meter which most residential homes have installed.

ANNUAL INCREASE

The average water, wastewater and stormwater residential bill increase is

\$7.34 /MONTH OR **\$88.10** /YEAR



based on an average household with a meter size < 25mm consuming 200 cubic metres of water annually.

TYPES OF CHARGES

Consumption Charges



The cost of water used, which is based on a charge per cubic metre (m³). One cubic metre is equal to 1,000 litres or 220 imperial gallons.

Treatment Charges



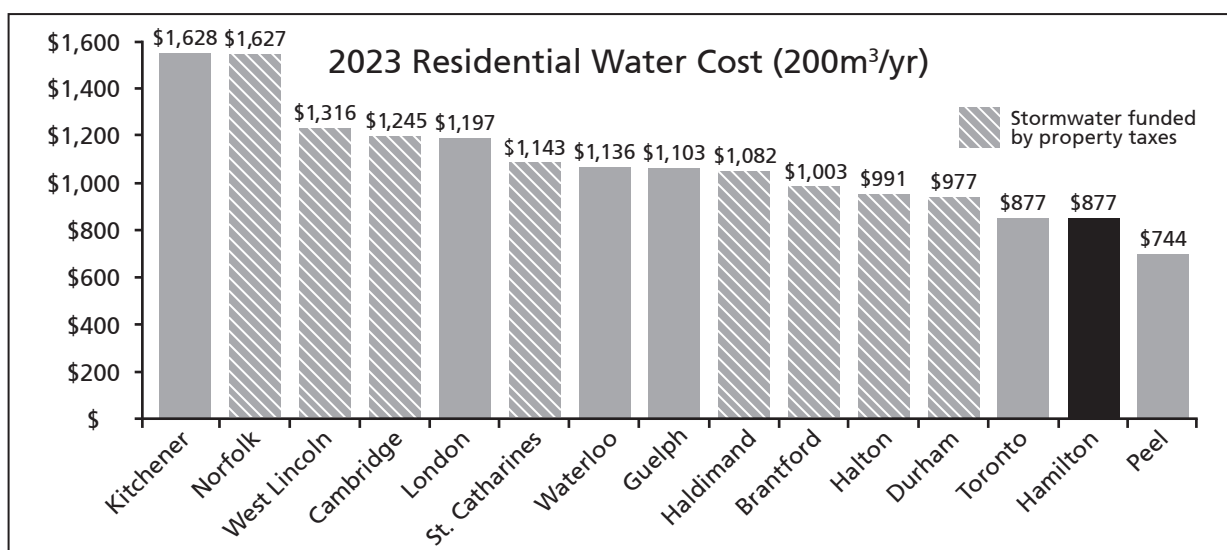
Charges are based on your water consumption and cover the cost of wastewater collection/treatment & stormwater management. Charges are based on your per cubic metre water use.

Fixed Charges



A fixed charge applies even if you haven't used any water. Fixed costs include meter reading, billing, customer service, meter repair, capital debt financing costs & providing the public fire protection system.

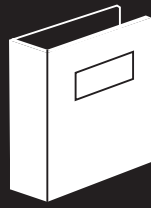
HAMILTON'S
water and
wastewater/
stormwater
residential costs
are among
the lowest in
Ontario.



For more information contact Alectra Utilities:
1-833-ALECTRA (1-833-253-2872) Mon – Fri 8:30am to 4:30pm
or visit: [AlectraUtilities.com/HamiltonWaterRates](https://www.alectrautilities.com/HamiltonWaterRates)

2024 Water & Wastewater/Stormwater Rates

The combined
10.04%
rate increase
will be used to
support:



Provincial Legislation
Impacts

7.65%



Municipal Operations and
Capital Investment

2.39%

Impacts of New Provincial Legislation

A total of 7.65% of the water rate increase is due to new provincial legislation that is reducing revenue from development charges and costs from other regulatory changes. The remaining 2.39% of the water rate increase represents the increased costs of delivering water, wastewater and stormwater services.

CUSTOMER ASSISTANCE PROGRAMS

Lead Water Service Replacement Loan Program

The City provides an interest bearing loan up to \$3,000 as well as low income zero interest loans for qualified home owners who would like to replace their lead water service line. **For more information and eligibility, please visit:** hamilton.ca/LeadPipes.

Water Leak Protection Program

The Water Leak Protection Program administered by ServLine provides protection from a high water bill caused by qualifying internal leaks and is included as part of your water services. If you have any questions including assistance in finding water leaks, or need to file a claim, please contact ServLine at 1-888-977-7471. **For more information on the City of Hamilton's Water Leak Protection Program guidelines and qualifications, please visit:** hamilton.ca/Leaks.

Protective Plumbing Grant and Loan Programs

The City of Hamilton offers property owners of single-family residential homes a **grant** (subsidy) of up to \$2000 for the installation of a backwater valve and other eligible work that helps to reduce the risk of basement flooding. The City also offers a **loan** program to assist with eligible work costs that help reduce the risk of basement flooding. **For more information on these programs, please visit:** hamilton.ca/BackWaterValve.

Sewer Lateral Management Program - Sewer Back-up

The City of Hamilton offers a Sewer Lateral Management Program to provide technical and financial assistance to property owners, to help them prevent sewer back-ups in their homes. It covers eligible structural repairs, replacement or rehabilitation of the public portion of the sewer lateral. The sewer lateral is a privately-owned pipe that carries your wastewater to the City's main sewer. **For more information, please visit:** hamilton.ca/SLMP.

Low Income Seniors Utility Rebate - New for 2024

This Program has been implemented to provide financial assistance to qualified low income seniors. The rebate will provide a credit on the June property tax bill. Property owners qualifying for the current Seniors Property Tax Rebate **automatically** qualify for the water related rebate, provided the property has an active metered water account. **For more information, please visit:** hamilton.ca/WaterRates

Service Line Warranties of Canada (SLWC) Cares

The objective of this program is to assist qualified homeowners with free repairs when they are faced with a plumbing service emergency. SLWC arranges for emergency repairs at no cost to the homeowner through their network of local, licensed and qualified contractors. **If you are aware of a homeowner in financial hardship that requires a repair to their water service line, sewer service line or interior plumbing, please visit:** info.servicelinewarranties.ca/slwc-cares.

If you are experience a water or wastewater emergency
call 905-546-CITY (2489)