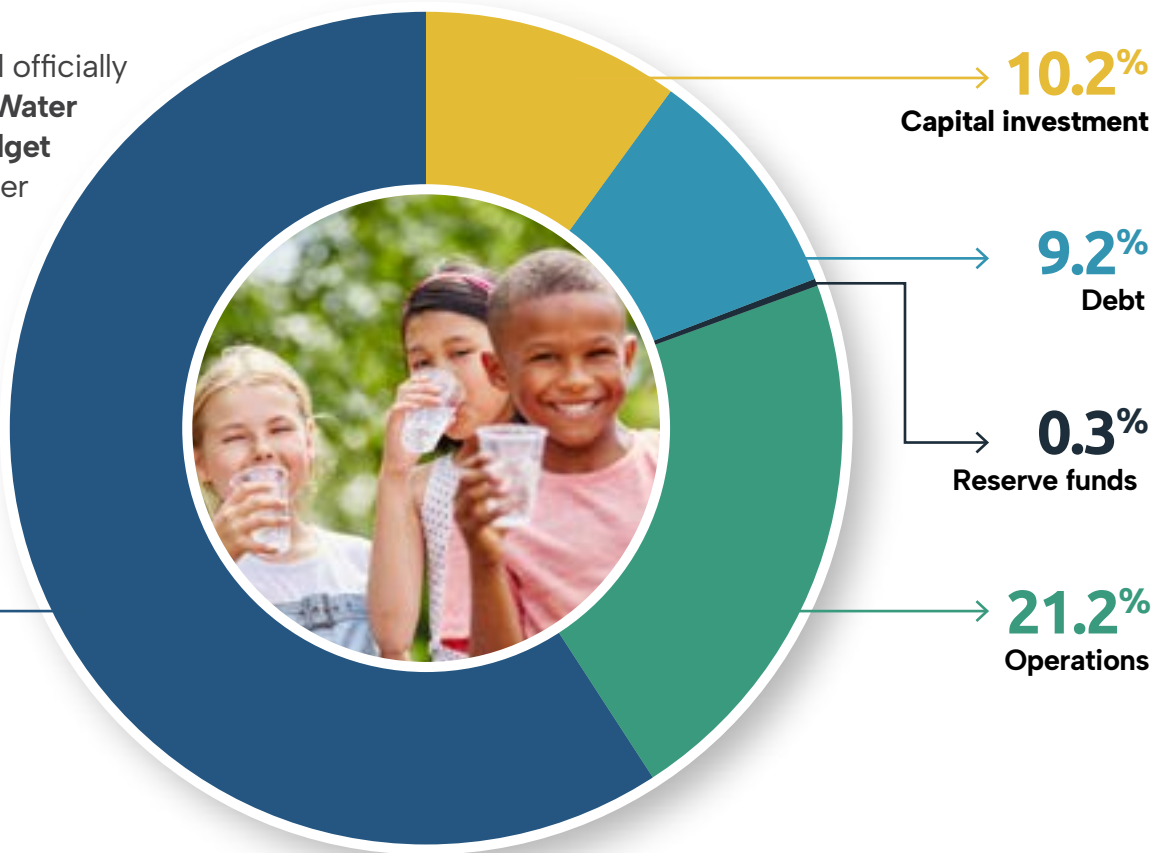




# 2024 Water/Wastewater Budget and Rate Changes

## 2024 Water and Wastewater Budget

Welland City Council officially approved the **2024 Water and Wastewater Budget at \$37.3 million**. Water bills issued as of **April 1, 2024** will reflect the Council-approved 2024 water/wastewater rates.



**59.1%**  
Region – water purchase / sewage treatment

**10.2%**  
Capital investment

**9.2%**  
Debt

**0.3%**  
Reserve funds

**21.2%**  
Operations

### 2024 Water/Wastewater Rates

|            | Yearly Fixed Charges | Consumption Charges Per Cubic Meter (M <sup>3</sup> ) |
|------------|----------------------|---|
| Water      | \$187.33             | \$2.16460828  |
| Wastewater | \$277.76             | \$3.1449  |

### Example: Total Water/Wastewater Bill

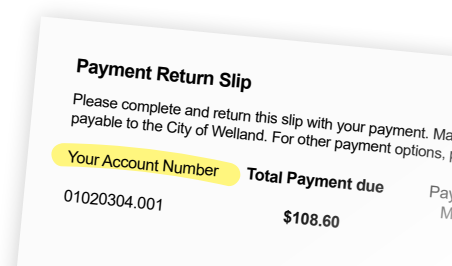
|   | 2024       | 2023       | Difference |
|---|------------|------------|------------|
| Residential customer consuming 100m <sup>3</sup> /yr. | \$987.86   | \$954.20   | \$33.66    |
| Residential customer consuming 180m <sup>3</sup> /yr. | \$1,406.08 | \$1,366.30 | \$39.79    |

Visit [welland.ca](http://welland.ca) for more information

## Online Bill Payments

If paying your bill through online banking, please ensure that the entire 11-digit account number on your online bill payment matches all 11 digits of your water/wastewater bill account number.

The account number can be found on the top left of the payment return slip (see below). When entering your account number into your online banking program, include all digits, excluding the decimal. For example, account number 01020304.001 would be entered as 01020304001



## Pre-Authorized Payment Plan

Discover the convenience of the City of Welland's pre-authorized payment plan. This voluntary plan offers you an easy, time-saving way to have your water/wastewater billing payment automatically deducted from your bank account.

### Two payment plan options are available:

1. Payments withdrawn on billing cycle due date: for program details and fillable application form, visit [welland.ca/finance/pdf/WaterPACform.pdf](http://welland.ca/finance/pdf/WaterPACform.pdf)
2. Monthly equal billing payment plan: for program details and fillable application form, visit [welland.ca/finance/pdf/EqualBillingPlanForm.pdf](http://welland.ca/finance/pdf/EqualBillingPlanForm.pdf)

## Are You Selling Your Property?

If you are selling your property, you must call City staff at 905-735-1700 x3000 to arrange a water meter inspection prior to the closing date. Please allow a minimum of 48 hours in advance of your closing date for the inspection.

### A few facts to keep in mind:

- Inspections are conducted Monday to Friday from 7:30 a.m. to 2 p.m.
- Property owner or representative must be present for the inspection
- Cost of the meter inspection is \$75, payable by the vendor on the final billing
- If the meter is found to be tampered, the vendor will be responsible for the following charges:
  - » \$500 tampering fee\* for residential properties
  - » \$1,000 tampering fee\* for commercial properties
  - » \$5,000 tampering fee\* for industrial properties

\*Plus cost of meter replacement

### Opening a Water Account

If you have purchased a home in Welland, please ensure that your lawyer has sent a copy of the property deed to [finance@welland.ca](mailto:finance@welland.ca).

## Go Paperless

Sign up to receive your water and tax bills through our e-billing service by visiting [welland.ca/Finance/EBilling.asp](http://welland.ca/Finance/EBilling.asp)



## Assistance Programs Water/Wastewater

For more information of each assistance program please visit [welland.ca/finance/Water.asp](http://welland.ca/finance/Water.asp) and click on the Assistance Programs tab.

### Special Assistance Program Water/Wastewater

The intention of this program is to assist residential property owners on a fixed income who experience difficulties with their water/wastewater bill. This program is offered through The Hope Centre. [thehopecentre.net](http://thehopecentre.net)

### High Water Leak Adjustment Program Water/Wastewater

The intention of this program is to assist residential property owners who experience difficulties with their water/wastewater bill payment due to high water leaks. [welland.ca/Water/pdf/HighWaterLeakAdjustmentAppl.pdf](http://welland.ca/Water/pdf/HighWaterLeakAdjustmentAppl.pdf)

### Low-Income Senior Water/Wastewater Rebate Program

The intention of this program is to address the impact of water/wastewater rates charged to low consumption, low-income residential customers. [welland.ca/Water/pdf/LowIncomeSeniorsW\\_WWRebate.pdf](http://welland.ca/Water/pdf/LowIncomeSeniorsW_WWRebate.pdf)

Visit [welland.ca](http://welland.ca) for more information