

2024 Water and Wastewater Rates

Water bills pay for three essential services for St. Catharines Residents.

- ✓ **Delivery of clean drinking water**
- ✓ **Wastewater treatment**
- ✓ **The infrastructure and maintenance of the City’s wastewater and water systems.**

These services encompass:

- 593 km of watermains
- 3,562 Hydrants
- 5,700 valves
- 41,800 services
- 568 km of sanitary sewers
- 7800 manholes

Under the new Strong Mayor Powers legislation, the water and wastewater budget was adopted on Jan. 22, 2024. New water and wastewater rates are effective for billing periods ending on or after March 1, 2024.

The City’s current rate structure is a combination of fixed and volumetric charges. The fixed portion is calculated to recover the costs of the watermain and sewer replacement programs. The remainder of the costs are recovered through the rate portion.

Base charges per month*

Water | \$17.82
Wastewater | \$17.67

Usage charges per cubic metre

Water | \$1.555
Wastewater | \$2.586

*Base charges represent the cost of watermain and sewer replacement programs.

Average Water Consumption Formula for a Regular Two-Month Bill

$30 \text{ m}^3 \times \$1.555 + \$35.63 = \mathbf{\$82.28}$ | **Watermain Replacement Charge + Water Usage**

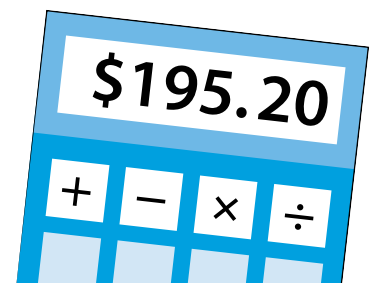
$30 \text{ m}^3 \times \$2.586 + \$35.34 = \mathbf{\$112.92}$ | **Sewermain Improvement Program + Wastewater Removal**

Total Water and Wastewater Bill = \$195.20

An average household typically uses 170 m³ per year.

One Cubic Metre (m³) = 220 Gallons / 1,000 Litres

\$70.97 is the minimum amount for service (per two-month period) whether any water is being consumed at the property or not.



2024 Approved Water and Wastewater Rates

Service Calls for Water Turn Off / On

Residential Regular Rate (Monday to Friday from 7 a.m. to 7 p.m.)	\$97.00
Residential Overtime Rate	\$137.00
Non-Residential Regular Rate	\$181.60
Non-Residential Overtime Rate	\$261.70
Water Meter Bench Test	\$162.60
Frozen Water Meter Replacement (up to 2" meter size minimum charge)	\$406.55
Lost/Stolen/Broken Meter of any size	Actual Cost

Charges and Fees

Administration Fee for New Account	\$42.75
Final Demand / Non-Compliance Fee	\$23.35
Water Bill Added to Taxes (Collection)	\$40.80
Larger Meter Rental Rates (provided upon request)	On Request
Water Certificate	\$71.85
Duplicate Copy of Water Account	\$16.05

Water meter sizes 1" and greater are subject to a meter equivalency charge except if single-family residential classification. Full details may be provided on request.



Check for leaks!

Running water costs money, let's work together to reduce waste.

Start by inspecting all fixtures that are connected to your water supply including, but not limited to:

- Toilets
- Household taps (inside and out)
- Water-cooled air conditioners
- Furnace humidifiers
- Underground lawn sprinkler systems
- Water softeners

By inspecting your home you may be able to reduce your daily water waste.

Fun fact: The amount of water which can pass through a residential 5/8" meter pipe is 16 gallons per minute, or 4.36 m3 per hour, equaling approximately \$18.05 per hour.

Understanding your City of St. Catharines Water and Wastewater Bill

Components of the Water and Wastewater Bill

- ① Current owner and mailing address.
- ② Account number and service location.
- ③ Total amount due and due date.
- ④ Access code to register for e-billing. Visit stcatharines.ca/ebilling.
- ⑤ Customer messages display box. Can include estimated or cancelled and reissued bill information.
- ⑥ Current water and wastewater rate schedule.
- ⑦ Breakdown of services provided. Both the water and wastewater portions are identified. Details include the base and usage charges. The base charges are a fixed amount per month. The usage charges are calculated using rate multiplied by consumption. See current rate schedule.
- ⑧ Current billing period meter readings and consumption details. The number of months in the billing period is provided (normally two-months).
- ⑨ This area indicates if you are currently enrolled in our pre-authorized payment plan.
- ⑩ The reverse side of the bill provides payment location and contact information.

Return this portion with your payment.

St. Catharines 50 Church St. PO Box 3012
St. Catharines ON L2R 7C2
Tel: 905.688.5600
TTY: 905.688.4111 (4889)
www.stcatharines.ca

WATER/WASTEWATER BILL

Account Number: 99999

45 B office use

Service Location: 1234 ANYWHERE ST

① DOE JOHN
DOE JANE
1234 ANYWHERE ST
ST CATHARINES ON LOV N1T

②

③ Due Date: April 5, 2024
Amount Due: \$195.20
Amount Paid: PRE-AUTHORIZED PAYMENT PLAN

Penalty of 1.5% is added on the first day of default and on the first of each month until paid.

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Account Number: 99999

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Service Location: 1234 ANYWHERE ST

④ Access Code: ABCD1234

⑤ IMPORTANT MESSAGES WILL APPEAR IN THIS BOX.

⑥

	Base Charges	Usage Charges	Total
Water - ACTUAL	\$35.63	\$46.65	\$82.28
Wastewater	\$35.34	\$77.58	\$112.92
Other			
Total Current Bill:			\$195.20
Arrears/Credits as of			March 13, 2024
			\$0.00

⑦

	Base Charges	Usage Charges
Water	\$17.82	\$1,555
Wastewater	\$17.67	\$2,586

per month per cubic metre

Note: Base Charges represent the cost of Watermain and Sewer Replacement programs.

Meter Number	Meter Readings Previous	Meter Readings Current	Metric Consumption	No. of Months
123456789	470	500	30	2

⑧

Billing Period End Date: March 1, 2024

⑨ Amount Due: \$195.20 payable by due date
PRE-AUTHORIZED PAYMENT PLAN - DO NOT PAY
Due Date: April 5, 2024
Penalty of 1.5% is added on the first day of default and on the first of each month until paid.

⑩ Please see reverse side for further information

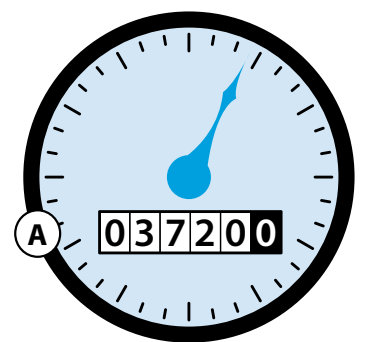
Keep this portion for your records.

Online form to enter a meter reading

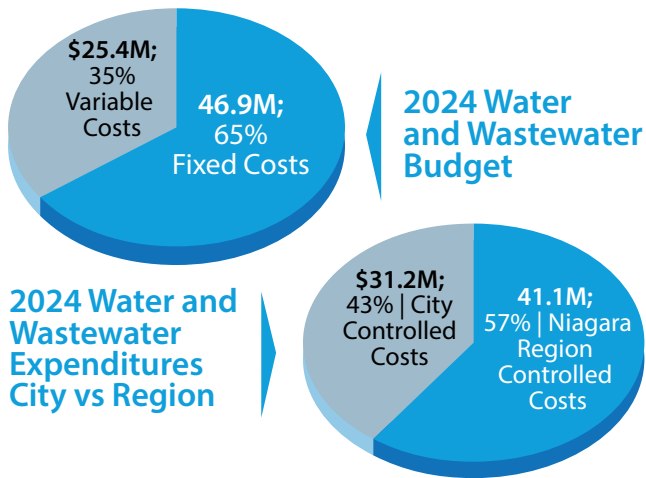
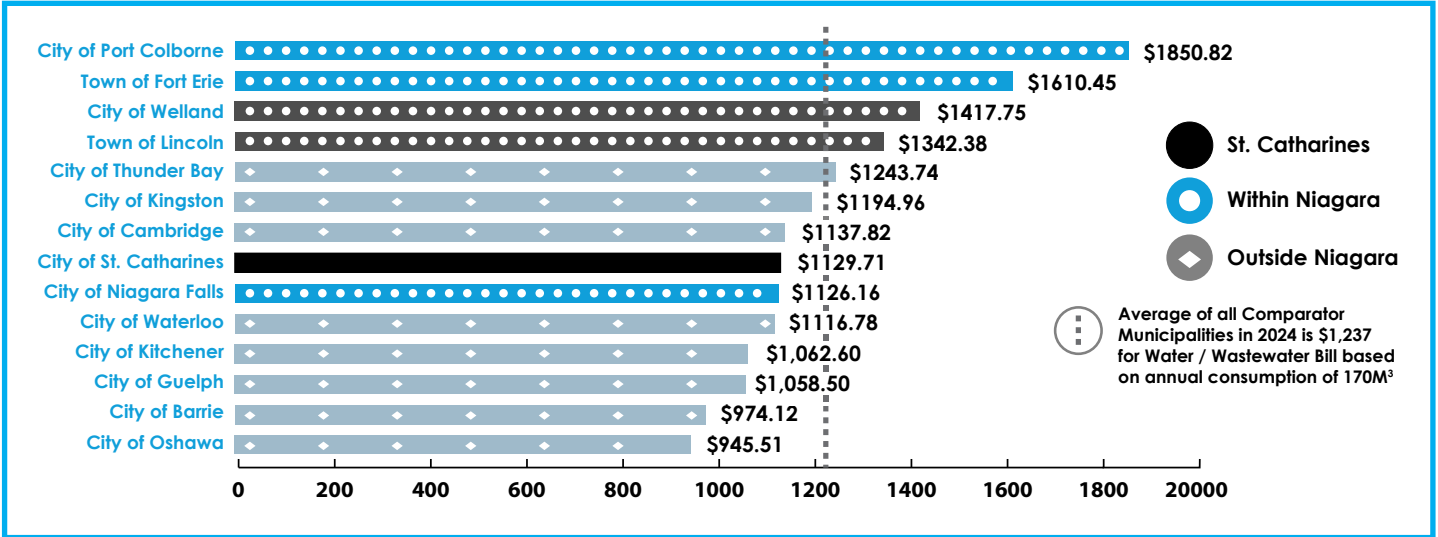
Once you've read the water meter, visit www.stcatharines.ca/WaterMeters. You'll need your account and meter number, found on your water/wastewater bill or meter card.

What is my reading?

A meter reading reflects the amount of water consumed. If the water meter has 5 digits and a tenths digit (the number in black), include the tenths in your submission. Based on the **Example A**, the reading to enter would be **037200**. If the meter shows more than 1 digit after the decimal, include only the first digit (the tenths) to the right of the decimal. In **Example B** the reading to enter would be **00314.988**.

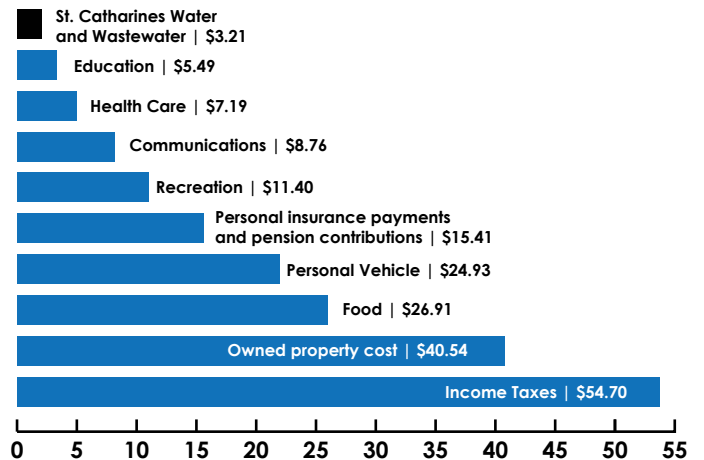


2024 Cost Comparisons



On average, 57% of each water bill paid to the City covers the Region of Niagara’s water and wastewater costs. There is a shared responsibility for the treatment and distribution between the City and the Region. The Region acts as a wholesaler to the City and the City retails water to the consumer.

Daily Household Cost Comparison for Ontario*



*Statistics Canada Ontario Household spending 2021

Billing Inquiries and Ownership Changes

905.688.5600 | 905.688.4TTY (4889)

24 Hour Emergency Water and Sewer

905.935.3813

Online Water Meter Reading Submission

www.stcatharines.ca/WaterMeters

Email

citizensfirst@stcatharines.ca