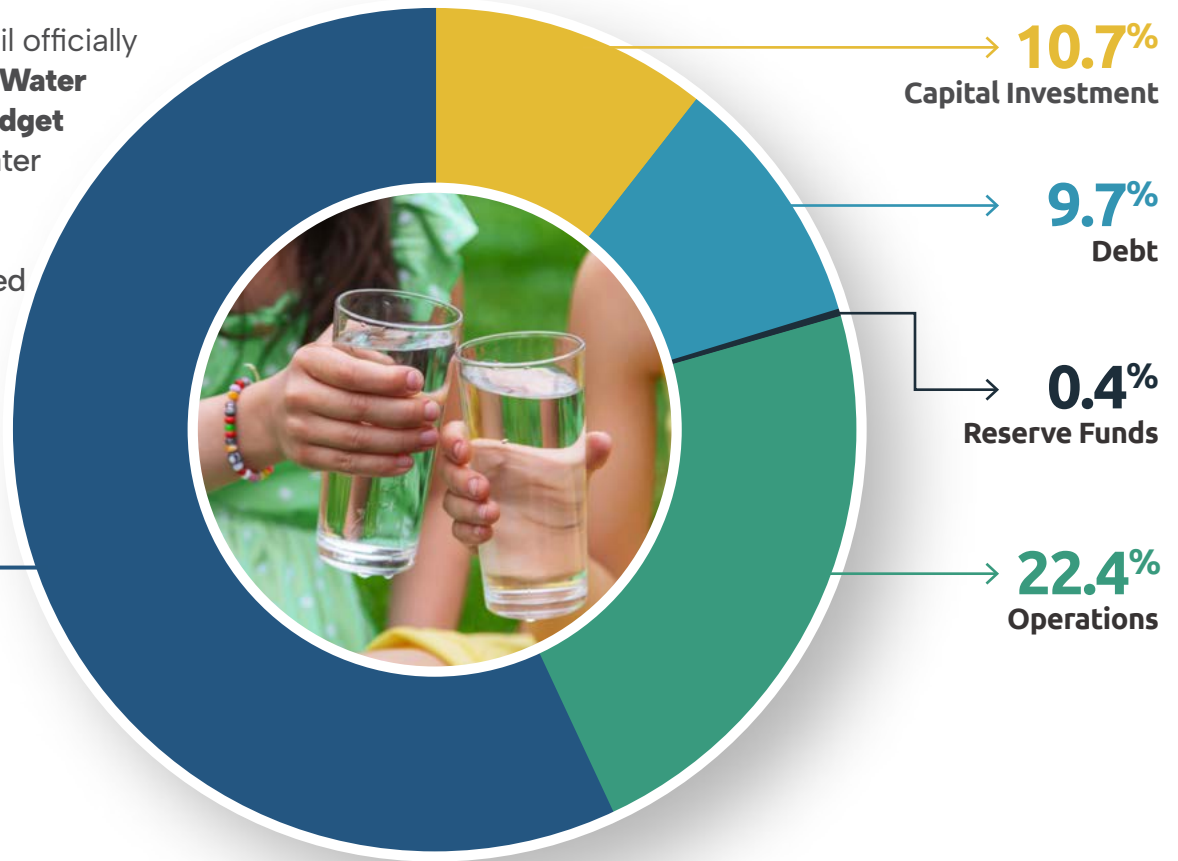




2023 Water/Wastewater Budget and Rate Changes

2023 Water and Wastewater Budget

Welland City Council officially approved the **2023 Water and Wastewater Budget** at **\$35.7 million**. Water bills issued as of **April 1, 2023** reflect the Council-approved 2023 Water/Wastewater rates.



56.9%
Region - Water Purchase / Sewage Treatment

10.7%
Capital Investment

9.7%
Debt

0.4%
Reserve Funds

22.4%
Operations

2023 Water/Wastewater Rates

	Yearly Fixed Charges	Consumption Charges Per Cubic Meter (M ³)
Water	\$186.27	\$2.1646
Wastewater	\$252.80	\$2.9867

Example: Total Water/Wastewater Bill

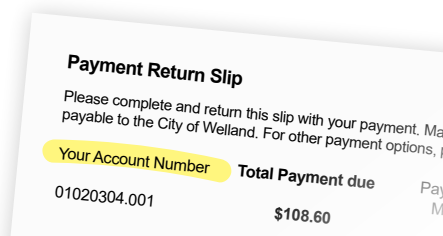
	2023	2022	Difference
Residential Customer Consuming 100m ³ /yr.	\$954.20	\$905.90	\$48.30
Residential Customer Consuming 180m ³ /yr.	\$1,366.30	\$1,287.78	\$78.52

Visit welland.ca for further 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 is the same as all 11 digits as the account number on your water/wastewater bill.

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 Payments withdrawn on billing cycle due date: for program details and fillable application form, visit our website at: www.welland.ca/finance/pdf/WaterPACform.pdf

2. Monthly Equal Billing Payment Plan: for program details and fillable application form, visit our website at: www.welland.ca/finance/pdf/EqualBillingPlanForm.pdf

Are You Selling Your Property?

If you are selling your property, you must call City of Welland 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 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 Up 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.

Go Paperless

Sign up to receive your water and tax bills through our e-billing service by visiting www.welland.ca/Finance/EBilling.asp



Assistance Programs Water/Wastewater

For more information of each assistance program please visit www.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 that experience difficulties with payment of their water/wastewater bill. This program is offered through The Hope Centre. www.thehopecentre.net

High Water Leak Adjustment Program – Water/Wastewater

The intention of this program is to assist residential property owners who experience difficulties with payment of their water/wastewater bill due to high water leaks. www.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 the low consumption, low-income residential customers. www.welland.ca/Water/pdf/LowIncomeSeniorsW_WWRebate.pdf

Visit welland.ca for further information