

Utility bills



FREQUENTLY ASKED QUESTIONS

1. How do I read my utility bill? How is my bill calculated?

Please see the back page for an information sheet on how to read your utility bill and how your bill is calculated.

2. How is the service charge applied?

- All customers who are connected to Leduc County water and wastewater utilities are billed a monthly service charge for water and for wastewater, as per Utilities Fees and Charges Bylaw no. 37-18. The service charge is based on the size of meter, as highlighted below:

Water

Water meter size	Monthly service charge	Uniform rate
5/8"	\$32.27	\$1.93/m ³
3/4"	\$48.41	\$1.93/m ³
1"	\$80.68	\$1.93/m ³
1 1/2"	\$161.36	\$1.93/m ³
2"	\$258.17	\$1.93/m ³
3"	\$516.34	\$1.93/m ³
4"	\$806.78	\$1.93/m ³
6"	\$1,613.56	\$1.93/m ³

Wastewater

Water meter size	Monthly service charge	Uniform rate
5/8"	\$18.30	\$1.39/m ³
3/4"	\$27.46	\$1.39/m ³
1"	\$45.76	\$1.39/m ³
1 1/2"	\$91.52	\$1.39/m ³
2"	\$146.43	\$1.39/m ³
3"	\$292.86	\$1.39/m ³
4"	\$457.59	\$1.39/m ³
6"	\$915.18	\$1.39/m ³

- If you have multiple meters, you are charged for each meter.
- If water has been shut off or disconnected, the service charge still applies.
- If the building is vacant, the service charge still applies.
- If the valve at property line is turned off, the service charge still applies.
- If the service is physically disconnected at the property line or the water main, the service charge is not applied.

3. Can I change the size of my meter?

Yes, you can change the size of your meter. If you wish to do so; however, please note that the plumbing changes and costs will be at the owner's expense (plumbing changes are required for the different spacing of a smaller-sized meter, which is why a plumber is required). Please note, a plumbing permit is *not* required for meter spacing changes.

Prior to changing your meter, you will need to contact Leduc County at **780-770-9040** to receive meter installation requirements and make arrangements for the installation of an appropriately-sized meter, of which there is a *service fee as per bylaw No. 37-18.

**Service fees will be waived for 2019*

4. How often is my meter read?

In New Sarepta, meters are read monthly. In the Nisku Business Park and surrounding residential area, the meters are read every two months.

5. Why is my meter reading estimated?

If meters are not accessible or if there is an issue with reading the meter, the county calculates an estimate, which is either computer generated or manually estimated.

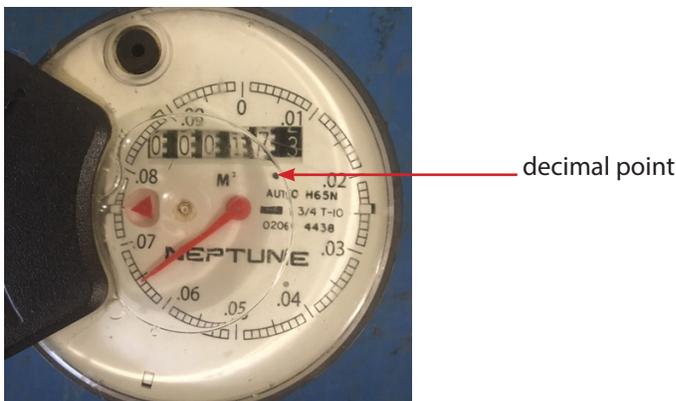
6. What are my options if I disagree with my utility bill?

Please contact Leduc County at 780-955-3555 and someone will answer your questions and provide you with your options. You can also request Leduc County to conduct another meter read; however, there will be a fee for a re-read as per bylaw 37-18. You may also request to have your meter tested. Please see meter accuracy verification questions below:

a. How can I read my meter?

Leduc County has several types of meters in use. If your meter is digital, you will have to shine a very bright flashlight on the meter head solar panel. This will wake the meter up so that the digital display can be seen.

Other meters will have the digits displayed at all times, as shown in the picture below. For more information on reading your meter, please call Leduc County at 780-979-6185.



b. What if I have unexpected high consumption?

If you suspect a leak in your plumbing or water appliances, you will need to contact a plumber or locate the leak on your own. The county does not provide customer water leak or water audit services for private properties.

Many leaks can go undetected, such as a leaking toilet. The water does not show water on the floor, but goes into the toilet bowl from the tank. Leduc County has leak tablets you can use or you can try using food colouring, to help determine if the toilet is leaking. Put the tablet or food colouring in the tank of the toilet and wait several hours. If you notice the coloured water in the toilet bowl, then you have a leak. Alternatively, you can shut the valve off to your toilet and wait several hours to see if the level of water in the tank has changed.

A badly leaking toilet can use 750 litres per day or more. This is more than an average household uses in a day.

Other water appliances that are susceptible to leakage include water softeners and humidifiers.

On some meters, Leduc County can conduct a datalog, which will show the water consumption for the last three months. This report will show you when the water is consumed, but it will not show where the leak is. Refer to bylaw No. 37-18 for associated fees.

c. How accurate are our water meters?

Water meters must meet the American Water Works Association (AWWA) C700 Standard, which is the industry standard for North America.

Meters must be within three percent accuracy depending on flow rate as per county bylaws and the AWWA M6 Manual of Water Supply Practices.

Meters are replaced and tested as needed.

d. What can be done to verify the accuracy of my water meter?

If a customer wants to dispute the accuracy of their meter, the customer shall provide written notice to Leduc County requesting the meter be tested and pay the applicable meter-testing fee. In the event the meter is found to be accurate within the acceptable limits (97% to 103%), the county will not reimburse the customer the meter-testing fee and no adjustment will be made to the water charges. If the meter is found to be inaccurate (outside of 97% to 103%), the county will refund the meter-testing fee and adjust the water charges for a maximum of two billing periods. See section 13.8 of the Water Services bylaw 31-14 for details.

7. Should I be concerned about the radio frequency from the new meters?

The radio read meters that are in your home transmit for 45 seconds per day. It is the same type of frequency as remote car keys, smart phones, AM and FM radios, satellite communications, etc. The closer you are to a device, the more radio frequency energy is absorbed. For example, holding your cell phone to your ear would absorb more radio frequency energy than the meters that are placed in basements or utility rooms.

8. What can I do to reduce my water consumption?

- Take five-minute showers
- Repair leaks
- Install water-efficient fixtures and appliances
- Only run your dishwasher when it is full
- Hand wash dishes
- Reduce lawn watering and water in the morning
- Use rain barrels for watering plants and gardens

For more information, please contact Leduc County at 780-955-3555 or visit leduc-county.com.

Reading your utility invoice



For account inquiries, please call: 780-955-3555 or visit our office at: 101, 1101 - 5 Street, Nisku, AB T9E 2X3

SAMPLE; NAME

123 Mailing Address
Leduc County, AB T9E 2X3

Messages

For your convenience, an after-hours payment receptacle is located by the north entrance at County Centre.

READING CODE LEGEND:

A: Actual Reading C: Computer Estimate E: Manually Estimated
P: Phoned In O: Operator Override R: Customer Read

Utility Invoice

.... Please retain this portion for your records

1	Service Address: 123 Mailing Address				
	2	Invoice # 123456	Invoice date: Jan. 31/19	Customer # 123	Account # 12345.01

Amount Due this Invoice: 121.88

Due Date: March 14/19

After Due Date Amount: 125.05

Billing Period		# of Days:	Meter Reading		Read Code	Multiplier	Consumption (m3)	Meter Size
From:	To:		Previous:	Current:				
Jan 01/19	Jan. 31/19	31	1272.0	1284.0	A	1	12.00	5/8"

Previous Balance:	132.51
Penalties:	.00
Adjustments:	.00
Payments: Jan. 28/19	132.51-

Balance Forward: .00

Current Charge Details:

WATER - UNIFORM RATE	23.16
WATER - SERVICE CHARGE	32.27
WASTEWATER - UNIFORM RATE	16.68
WASTEWATER - SERVICE CHARGE	18.30
GARBAGE & BLUE BAG PROGRAM	31.47

8 Total Current Charges: 121.88
Total Amount Due: 121.88

- 1. Service Address**
The address where the water meter is located.
- 2. Invoice # and Invoice Date**
This is the unique document number and the last day of the billing period.
- 3. Customer # and Account #**
The customer's identification number and utility account number with Leduc County.
- 4. Messages and Reading Code Legend**
Messages from Leduc County about your water and sewer billing. The reading code legend tells you how your water meter reading was established for the invoice.
- 5. Amount Due, Due Date & After Due Date Amount**
This is the amount due to be paid to Leduc County for the

- 6. Meter Read Summary**
This is a summary of your water meter for a specific billing period. It includes the number of days in the invoice, your water meter reading, the read code, your consumption amount in cubic meters and your meter size. This box determines your charges for the current invoice.
- 7. Previous Balance, Penalties and Current Bill Charges**
This is the previous balance of the last invoice(s) including late payment penalties and previous payments.
- 8. Total Current Charges and Amount Due**
This is the total amount due for this invoice.