



Water billing rates increasing April 1, 2021

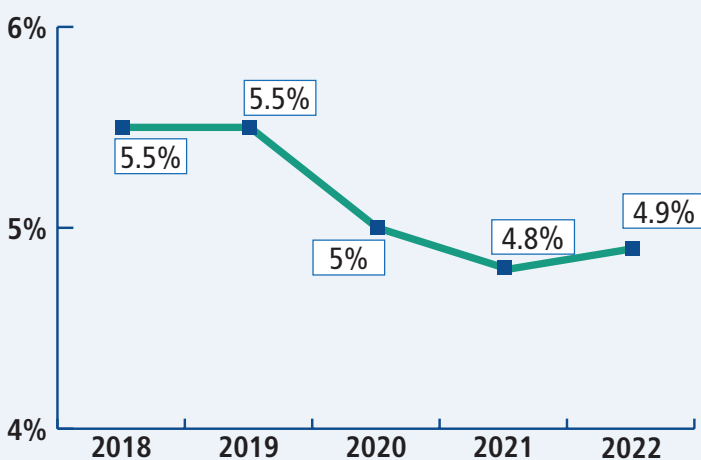
Ottawa City Council approved a 4.8 percent overall increase for water, wastewater and stormwater rates in the 2021 budget.

Why are rates increasing?

Water, wastewater and stormwater services are fully funded through charges on the water bill. The rates charged represent the City's commitment to provide residents with high-quality drinking water while reducing the risk of flooding and renewing existing infrastructure.

The 2021 rate increase reflects the inflationary increase in operating expenses, as well as the costs for new or upgraded water, wastewater and stormwater infrastructure. The City of Ottawa's high-quality drinking water is among the safest in the world, and its combined sewer overflow management helps protect our waterways and reduce flooding. Visit ottawa.ca/waterquality and ottawa.ca/wastewater for more information.

Rate revenue increase timeline



What your charges pay for

Water production, distribution, collection and treatment	26%
Engineering, planning and client servicing	17%
Infrastructure renewal	57%

New rates

Fixed rates

Residential annual fixed rates are listed below. They will be pro-rated on your water utility bill based on the number of days billed. For a comprehensive list of fixed fees for all property types, visit ottawa.ca/waterbill.

Water, Wastewater and Fire Supply

Meter Size	Water	Wastewater	Fire Supply
15 mm	\$127.75	\$109.50	\$49.11

Stormwater

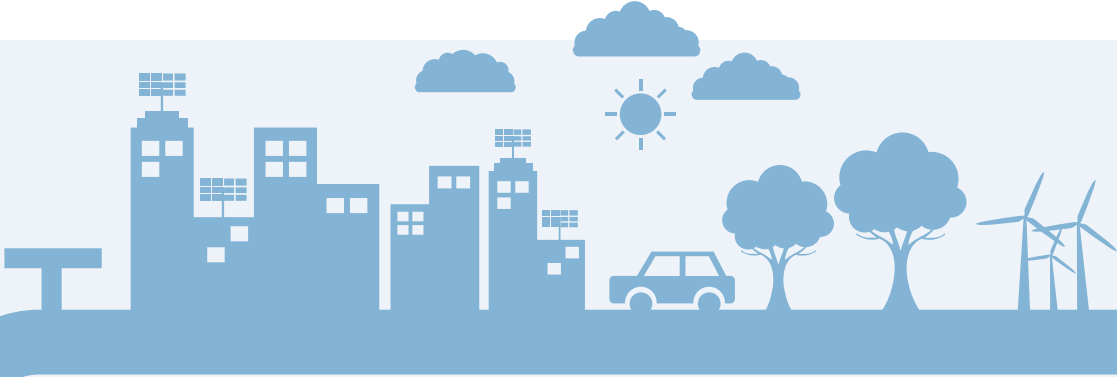
Property Type	Service	Rate
Single and semi-detached	Connected	\$154.80
Townhome and Apartment	Connected	\$77.40

Consumption rates

	Water	Wastewater	Combined
Tier 1 (0-6m ³)	\$0.85	\$0.78	\$1.63
Tier 2 (7-25m ³)	\$1.70	\$1.55	\$3.25
Tier 3 (26-180m ³)	\$1.87	\$1.72	\$3.59
Tier 4 (>180m ³)	\$2.09	\$1.92	\$4.01



Which services does your water bill pay for?



The City maintains drinking water, wastewater and stormwater assets, including

- 10,400 km of water, sanitary, combined and storm sewer pipes
- Two water purification plants
- One wastewater treatment facility
- Six communal well systems
- Approximately 100 water and wastewater facilities
- Over 6,000 culverts
- 316 stormwater facilities
- 6,000 km of roadside ditches

Investing in our drinking water, wastewater and stormwater systems

In 2021, the City will make investments to continue the delivery of the high-quality services Ottawa residents expect. The budget includes the following critical infrastructure and life-cycle investments:

- **\$14 million dollars** to repair, rehabilitate and improve water distribution and sewer network across Ottawa
- **\$12.7 million dollars** to renew the two water purification plants, including building a new phosphate treatment process and replacing and upgrading equipment
- **\$3.5 million dollars** to maintain the water distribution system, including pipes, fire hydrants, valves and water meters
- **\$6.5 million dollars** to rehabilitate and improve stormwater facilities, including ponds, catch basins, pipes, maintenance holes, outfalls and pumping stations
- **\$17.4 million dollars** to rehabilitate and improve sewage pumping stations
- **\$13.7 million dollars** to repair and extend the life of the Robert O. Pickard Environmental Centre wastewater treatment facility

We are here to help

If you have questions about your water utility bill, visit ottawa.ca/waterbill or contact Revenue Services at 613-580-2444 (TTY: 613-580-2401). Calls may be recorded for quality assurance and training purposes.