

Water Rates are Changing

White Rock water rates are changing, beginning in the first billing period of 2018, which will include January - March water consumption. The average detached single-family home will notice an approximate increase of \$4 per month, and the average multi-family property will notice an approximate increase of \$1 per month.

Why are the water rates changing?

The 2018 rate increase is necessary to fund water utility operations, debt servicing costs, as well as infrastructure upgrades. Since the City acquired the water utility in 2015, water fees charged to customers have been lower than what was approved in Epcor's 2014 to 2017 rate tariff. The City is not permitted to make a profit, meaning that revenues from water rates are kept in the community by reinvesting them into the water system.

Estimated Costs

2017

2018

Average Detached Single-Family Home

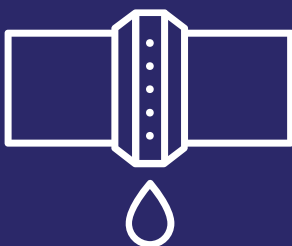
The average customer consumes 704 cubic feet (cf) of water per month

Base charge (includes 500 cf of water per unit per month)	\$37.93	\$41.40
Additional consumption charge for 204 cf 2017 = 204 cf @ .0346 per cf 2018 = 204 cf @ .0377 per cf	\$7.06	\$7.69
Estimated average cost per month	\$44.99	\$49.09

Average Multi-Family Property

The average unit consumes 316 cubic feet (cf) of water per month

Base charge (includes 250 cf of water per unit per month)	\$13.53	\$14.77
Additional consumption charge for 66 cf 2017 = 66 cf @ .0346 per cf 2018 = 66 cf @ .0377 per cf	\$2.28	\$2.49
Estimated average cost per month	\$15.81	\$17.26



Changes to Fee Structure for an Undetected Water Leak

We have also made changes to the fee structure for undetected, underground water leaks. Previously, the water rates were assessed on 2/3 of the "leaked water". Beginning in 2018, the water rates will be charged on 30% of the "leaked water", and this is capped such that the total water bill is no greater than three times the customer's average quarterly bill. This change is more equitable and will help customers avoid significant charges if they experience an undetected water leak.

Stay up to Date with your City

We communicate about water in a variety of ways. In addition to advertising in the local paper, you can stay up to date with water news, and other City business, by following us on social media, signing up for our e-newsletter, or visiting our website.



Follow us on social media

Facebook: whiterockcity

Twitter: whiterockcity

Instagram: cityofwhiterock



www.whiterockcity.ca/newsletter

Sign up for the City Hall Insider e-newsletter for the latest news, upcoming events, and highlights from Council Meetings.



www.whiterockcity.ca/mywater

Visit our website for more information on water in White Rock, City water projects, a resource library, and FAQs.

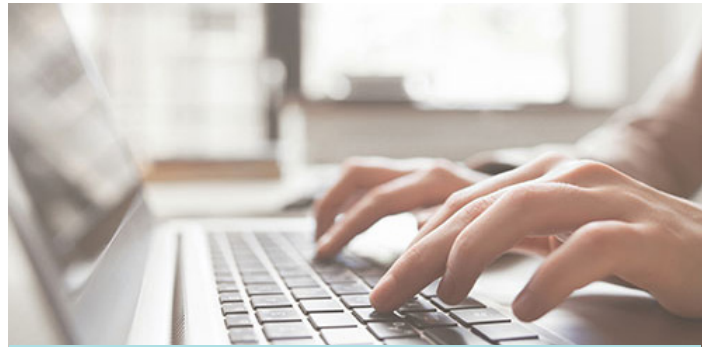


www.whiterockcity.ca/utilitybill

View the Utility Billing section of our website for information on ways to pay, and for downloadable forms like the preauthorized payment withdrawal application.



NEW Fraser Health has created a resource with answers to frequently asked questions by residents of White Rock to Fraser Health regarding the safety and quality of the City's water supply. Find this webpage at www.fraserhealth.ca and navigate to Health Info > Health Topics A-Z > Drinking Water > City of White Rock Drinking Water



Save Time, Pay Online!

Avoid line-ups at City Hall by paying your water bill through your online banking account.

To set White Rock up as a payee, simply:

1. Log into your online banking account and search for the payee, "White Rock"
2. Select the "Utilities" option
3. Use your seven-digit account number from the front of your utility bill

Ways to Pay



**ONLINE
BANKING**



**AUTOMATIC
WITHDRAWALS**



DEBIT CARD



BY MAIL



**BY CHEQUE,
DEBIT OR CASH
AT CITY HALL**



**FINANCIAL
INSTITUTIONS**

For more information about ways to pay please visit our website at: www.whiterockcity.ca/utilitybill