

FREQUENTLY ASKED QUESTIONS

My water bill seems high, how can I be using that much water?

Test for leaks! A toilet leak can easily double your monthly water bill. While some leaks make faint hissing or trickling sounds, others are silent but just as costly.

Do you have an outside hose bib? Confirm that the same is turned off completely and that no one else has access to the same.

If the water has gone through the meter it is your responsibility.

What are some of the charges that can be found on my Utility Bill?

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| Water - | Water Commodity Charge – Utility Customer Within Corporate Limits
Water Consumption currently at \$3.55 per cubic meter (Current as of August 24, 2017) |
| | Water Commodity Charge – Utility Customers Outside Corporate Limits
Water Consumption currently at \$4.15 per cubic meter (Current as of August 24, 2017) |
| Sewer- | Residential or commercial minimum charge of \$9.50 or 35% of metered water consumption, (calculated at the water utility rate) or the unmetered flat rate. |
| Garbage - | Residential - Single Family Dwelling (\$10.50)
<i>All single family dwelling residential premises shall include but not limited to self contained units, town houses, manufactured homes and multi-family dwellings.</i> |
| | Non-Residential Properties (\$11.50)
<i>All commercial and industrial premises shall include but not limited to hotels, restaurants, business establishments.</i> |
| Recycle - | Charged at \$2.75/month. |
| Delivery - | Flat Fee for Infrastructure/Delivery charges (\$20.00) |
| Paper Bill - | The paper billing charges for all utility accounts not enrolled in electronic billing shall be \$3.00 monthly. |
| Landfill - | Landfill fees for Village of Clyde residents who take waste to the Landfill will be charged \$.15 per kilogram after 500 kilograms. The first 500 kilograms are at no charge. |
| Interest/Late Fee - | 5% penalty will be applied to all charges, levies, and previous penalties that are in arrears, on the day following the due date. |

I rent where I live, can the Utility Bill be put into my name?

No, please refer to Section 19 of the Water & Sewer Utility By-Law 2017-06

- 19.4 In all cases the Property Owner Shall be liable for the cost of Utility Services supplied to a property, regardless whether the Property is occupied by the Property Owner, Chattel Owner or a Tenant and all invoices issued by the Village shall be sent to the Property Owner.

What do I do if my water was turned off due to non-payment?

Please contact the office at your earliest opportunity during regular office hours (Monday Thursday 9:30am-4:30pm). Once the Utility Bill has been paid in full along with a \$125.00 re-connect fee, the water will be turned back on.

What portion am I responsible for when it comes to the water line and water meter?

The home owner is responsible from the Curb Cock and onward. CURB COCK – a valve located on the municipality owned portion of the Water Utility, located between the main line and the Property line installed for the purpose of enabling the municipality to turn on or Shut Off the supply of water to the Property; commonly referred to as CC.

Who is responsible for my water meter if it freezes?

Please refer to Section 6 of the Water & Sewer Utility By-Law 2017-06

- 6.1 A Property Owner and/or Chattel Owner shall be responsible for the costs associated with frozen water lines, including but not limited to, thawing the line or repairing the line
- a) when the portion of the line frozen is between the Property Line and the Water Meter; or
 - b) when, although the location of the frozen line is between the Water Main and the Property Line, in the sole discretion of the CAO, the frozen line is determined to have been caused by the actions or results of the Property Owner, Chattel Owner, Tenant or Consumer.

What do I do if I think something is wrong with my water meter?

Please refer to Section 9 of the Water & Sewer Utility By-Law 2017-06

- 9.14 A Consumer that has reasonable ground to believe that a Meter is not operating correctly, or is damaged or broken, shall immediately notify the Village of the condition, its location and the estimated length of time that the Meter has been inoperable, damaged or broken.

- 9.15 A Consumer may request that the Village test a Meter located on the Consumer's Property and shall deposit with the Village the fee as set out in Schedule A. The Meter will then be removed from service and given a bench test. Should the Meter be found to be accurate within two and one half percent (2.5 %) of the actual amount of flow as determined by the Village, the Consumer shall forfeit the deposit to the Village to cover the costs of removal and testing of the Meter. Where the Meter is registering in excess of two and one half percent (2.5%) accuracy, the Consumer shall be refunded the deposit.

What if there appears to be something wrong with my sewer line?

Please refer to Section 22 of the Water & Sewer Utility By-Law 2017-06

- 22.11 The Property Owner shall be responsible for all costs incurred in respect to any investigation of the cause, and the repair of the obstruction, where the obstruction is determined to be located between the Sewer Main and the boundary line of the Property when, at the CAO's sole discretion, it is determined that the blockage was caused by the Consumer. Where the obstruction is located inside the boundary line of the Property, the Owner of the Property shall be solely responsible for the costs of investigation of the cause and the repairs to the Service Connection.
- 22.12 The Village shall not be liable for damages caused by any blockage or damage caused by tree roots infiltrating a Service Connection whether the roots originate from trees on Village owned Property or private Property.
- 22.15 A Property Owner shall install a Back Flow Valve on the Service Connection connected to the Sewer Main, as per the Village of Clyde Procedures and Design Standards for Development, on every Service Connection to prevent Wastewater backup into the Property from the Sewer Main.