

# Informing you on your water and sewer rate change

As a division of the City of Kitchener, Kitchener Utilities is committed to supplying water you can count on and to informing you about any rate changes associated with your service.

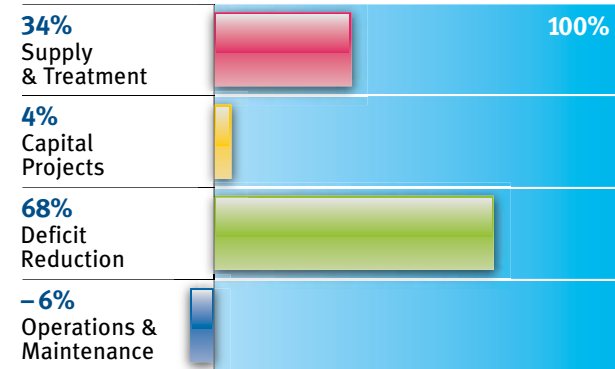
Effective March 1, 2010, you will see a rate increase on your monthly bill. This increase is due to two main factors.

The first is an increase in rates charged by the Region of Waterloo for water supply and treatment, as well as sewage treatment.

The second is an increase to help fund the replacement of our aging water and sewer systems. It has been estimated that the City will need to spend approximately \$1.5 billion, over the next 60 years, to replace our current water mains, sewers, and roads. Since 2004, with the creation of our Accelerated Infrastructure Renewal Program, we have been gradually increasing water and sewer rates to help pay for renewal efforts in our community. While we are ahead of other municipalities in replacing our infrastructure, we still have a lot more work to do.



## 2010 Rate Change Details



This chart shows what makes up the overall rate change:

- **Supply and Treatment:** 34% to cover the recent increases in water supply and treatment and sewer treatment surcharges passed on to the City by the Region of Waterloo
- **Capital Projects:** 4% for the accelerated replacement of the aging system of underground pipes responsible for delivering water to our households and taking away the sewage flow
- **Deficit Reduction:** 68% to fund planned rate phase-in of Accelerated Infrastructure Program
- **Operations and Maintenance:** -6% for reduced budgeted costs and interest savings for regular operations and maintenance of our water and sewer systems.

## What the rate change means to our community

You trust Kitchener Utilities for safe, clean, and reliable water when you turn on your tap. We are proud to deliver on those expectations. Which is why we believe that adjusting these rates is the responsible thing to do. By renewing our water and sewer systems, we will be able to keep meeting those expectations for future generations. It's an investment that will benefit us all with improved water quality, sewer reliability, enhanced fire-fighting capabilities, and lower maintenance costs over time. We appreciate your patience as we make these essential improvements.

## What the rate change means to your household

For 2010, the average Kitchener household will see a rate increase of approximately \$5.30 per month to cover the Region of Waterloo and City of Kitchener increases.

On your bill, you will see the following changes:

- Water rate increasing to \$1.5271 per cubic metre\* (from last year's rate of \$1.4285)
- Sewer rate increasing to \$1.7295 per cubic metre\* (from last year's rate of \$1.5737)

Adjusting these rates now prevents us from deferring the cost of vital infrastructure replacement to future rate increases.

\* Minimum charges may apply.

### 2010 Infrastructure Reconstruction Projects Funded By Water and/or Sewer Utility Rates

- **Andrew Street** – Braun St. to King St.
- **Borden Avenue** – King St. to Weber St.
- **Braun Street** – Shanley St. to Linwood Ave.
- **Brubacher Street** – Lancaster St. to Simeon St.
- **Gildner Street** – Park St. to Eden Ave.
- **Hall's Lane** – Gaukel St. to Queen St.
- **Hohner Avenue** – Lancaster St. to Samuel St.
- **Linden Avenue** – Michael St. to Joseph St.
- **Linwood Ave.** – Braun St. to end
- **Melrose Avenue** – Krug St. to Stirling Ave.
- **Michael Street** – Victoria St. to Linden Ave.
- **Oak Street** – Victoria St. to Linden Ave.
- **Park Street** – Stewart St. to City of Waterloo
- **Plymouth Road** – Doon Rd. to Dixon St.
- **Simeon Street** – Frederick St. to Bingham St.
- **Spadina Avenue** – Mill St. to Highland Rd.
- **Stirling Avenue** – King St. to Weber St.
- **Wood Street** – Park St. to Eden Ave.
- **Wellington Street** – Weber St. to Margaret Ave.

If you experience a disruption in your water service, you can call us at 519-741-2529, and press "3". Or for more information about current disruptions and updates, visit us on the Web at [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca)



For billing inquiries call 519-741-2450 and for service and repairs call 519-741-2529.

