



Informing you about an upcoming rate change

At Kitchener Utilities, a division of the City of Kitchener, we are committed to you and to our community – to supply water you can count on and to inform you about any rate changes associated with your service.

Effective March 1, 2008, you will see a rate increase on your monthly bill resulting from two major contributing factors.

The first is an increase in rates charged by the Region of Waterloo for water supply and treatment and sewer 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 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.

What the rate change means to your household



Effective March 1, 2008, the average Kitchener household will see a rate increase of approximately \$6.14 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 \$1.2998 per cubic metre (from last year's rate of \$1.1827)
- Sewer rate increasing to \$1.3696 per cubic metre (from last year's rate of \$1.1920)

Adjusting these rates now is the responsible thing to do and prevents us from deferring the cost of vital infrastructure replacement to future rate increases.

2008 Rate Change Details



This chart shows what makes up the overall rate change:

- **Capital Projects** – 46% for the accelerated replacement of the aging system of underground pipes responsible for delivering water to our households and taking away the sewage flow
- **Supply & Treatment** – 44% to cover the recent increases in water supply and treatment and sewer treatment surcharges imposed on the City by the Region of Waterloo
- **Increased Volumes** – 7% to cover increases associated with inflow and infiltration into the sewer system, which is a reflection of the age of our infrastructure. This figure will decline over time as we increase spending on infrastructure replacement
- **Operations & Maintenance** – 3% for inflationary cost increases associated with the 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 today. We also know that renewing our water and sewer systems will allow us to meet those expectations tomorrow and for future generations – 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.

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.

Planned Infrastructure Upgrades for 2008

- Breithaupt Street from Ahrens to St. Leger
- Clark Avenue from Siebert to Wilson
- Duke Street from Cedar to Pandora
- Francis Street from Water to end of Francis
- Madison Avenue from Courtland to Charles
- Sandrock Trunk Sewer from Highland to Red Maple
- Vanier Drive from Shelly to Siebert
- Water Street from Duke to Victoria

