

Frequently Asked Questions – Understanding your Utility Account

How do I set up a water account?

You are required to fill out an Application for Water & Sewer Services. The form can be found on our website or obtained at the Town Office.

Renters are also required to have the required Utilities Rental Agreement filled out and signed by their landlords.

Is there a connection fee?

Property owners wishing to connect water must pay a \$100 meter deposit, renters must pay a \$200 meter deposit.

Additional fees include a \$100 for permanent disconnections, seasonal disconnections or reconnection due to arrears.

What happens to the deposit when I move?

When a resident moves to a new location within the Town of Birch Hills, the deposit is transferred to the new location. When a resident disconnects services and does not require hook-up at another location in Town, the deposit is applied against the final bill and if there is a credit, a refund cheque is issued.

Am I still charged if I don't use any water?

There is a minimum cost charged to be able to supply water services to your property even if no water is actually used. This is the fixed charge for the water and sewer system.

Why is my bill so high?

Possibilities:

- Plumbing leaks – example: toilets
- An increase in the number of people in the household
- Using more water for watering lawns and gardens

What should I do if I think my meter is not working properly?

Take a night reading when you are done using water for the day, followed by a morning reading. Meter movement overnight may mean a plumbing problem. Please call your plumber to fix the problem.

How do I know if my toilet is leaking?

A good test to use is the dye test. Put a few drops of food coloring in the tank of your toilet. Do not flush your toilet for at least 30 minutes. Food coloring should not appear in your toilet bowl. If the food coloring does appear then your toilet is leaking and you should contact a plumber to fix the problem.