

INFORMATION

Bulletin

JUNE 2026

DELAY IN 2026 WATER & SANITARY SEWER BILLING

The City's Q1 & Q2 2026 metered billing and the Q3 2026 flat rate billing has been delayed while the 2026-2030 water & sanitary rates are reviewed and approved.

Under Ontario's Safe Drinking Water Act, the City must prepare financial plans for its water systems to ensure there is sufficient revenue to continue providing safe drinking water to the community. Every five years, the City completes a financial plan and rate study. Water and sanitary rates are then established based on the projected operating and capital costs of these services over a 10-year period. This helps ensure there are adequate financial resources to:

- Deliver clean, safe drinking water to residents
- Collect and treat sanitary sewer wastewater effectively
- Maintain the safety, quality, and reliability of these services

A new rate study began in 2025 and covers the period from 2026 to 2035. The study is now expected to be presented to Council in July 2026. Rates for 2026 to 2030 will be established based on the recommendations in that report.

Please note:

Metered Billing

- Meters have been read for Q1. Q2 meter reading has been delayed pending approval of the 2026 rates and issuance of the Q1 billing
- Q1 billing (January to March) will be due August 31, 2026
- Q2 billing (April to June) will be due September 29, 2026

Flat Rate Billing

- Q3 flat rate water and sanitary sewer billing has been delayed
- Q3 flat rate bills will be issued by the end of July 2026 and will be due August 31, 2026

Any pre-payments already made to your account will be applied to your next bill. We appreciate your patience while this rate review is being completed.

If you have any questions, please contact the Tax Department at 613-735-6821 ext. 1323.