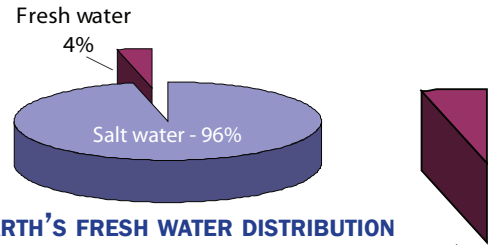
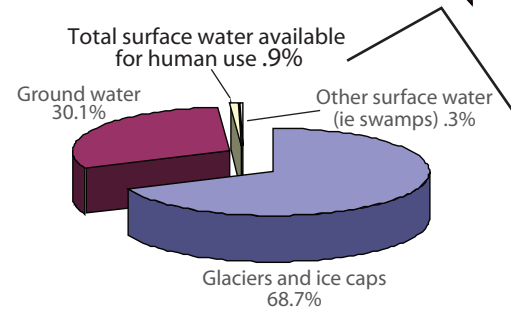


## Putting water into perspective:

### EARTH'S TOTAL WATER RESOURCES



### EARTH'S FRESH WATER DISTRIBUTION



High River's new water rates reflect the responsible approach to water management that is being endorsed around the world. Consider these facts:

- Canada may be considered a freshwater-rich country: on an average annual basis, Canadian rivers discharge close to 9% of the world's renewable water supply, while Canada has less than 1% of the world's population.
- Canadians consume 350 litres of water a day per capita, second only to the Americans as the greatest wasters of water in the world. The average global citizen needs only between 20 and 40 litres of water a day for drinking and sanitation.\*
- Canadians enjoy one of the lowest prices of water in the world. These are some of the 2008 comparisons of water and waste water fees in OECD (Organization for Economic Cooperation and Development) countries.

Country	Cost per 1,000 litres	
	Water	Waste water
Scotland	2.67	3.19
Germany	2.57	n/a
Netherlands	2.37	n/a
France	1.95	2.05
Great Britain/Wales	1.85	2.05
Australia	1.23	1.33
Spain	.92	.51
Canada	.51	.51
**United States	.40	

\* (Source: United Nations Environment Programme (UNEP))

\*\* (Source: American Water Works Association)

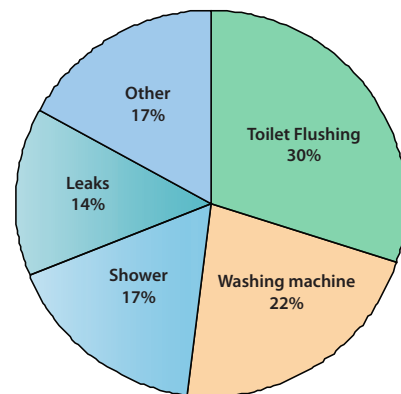
# GO BLUE

## Conserve to reduce your

The new water rates put the power of saving in users' hands. It is a much more equitable distribution of cost because residents who actively conserve water and lower their waste water will now be rewarded with lower water bills.

Here's some important tips to "water down" your utility bill:

### WATER USAGE IN A TYPICAL HOME:



### Saving water indoors

- Install faucet aerators on all your taps. Faucets account for about 16 percent of water usage in your home. Aerators, which incorporate air into the water flow, can decrease this by as much as 2.8 gallons each minute the faucet runs.
- Leaks can cause unusually high water bills. If you suspect this is happening, turn off all the water to the house and see if the sweep hand on your water meter is still turning. If so, you have a leak, which you can locate yourself or call a plumber for help. The effort will mean cash in your pocket.

### THE KITCHEN

- Keep a jug of water in the fridge rather than running the faucet until it gets cold.
- Clean vegetables and fruit in a bowl of water rather than under a running faucet.
- Run the dishwasher only when it's full. Older dishwashers can use between 12 - 15 gallons of water regardless whether they are full or empty. For hand washed dishes you, fill the sink with water instead of rinsing/cleaning them under running water.

### THE BATHROOM

- The easiest and best way to reduce water is to cut showers by five minutes. Shorter showers could save as much as 15 gallons of water per shower.

## water/waste water bill

- Install a high efficiency toilet that uses only 1.28 gallons per flush. High River now offers a Toilet Rebate Program to make this more affordable. An alternative is to put an empty pickle jar in the tank. Allow it to fill and then position it away from any moving parts. You will save water with every flush.
- Check for leaks. Even small leaks on faucets can waste as much as 20 gallons of water per day; significant leaks can waste hundreds of gallons... and this is added to your utility bill.

### THE LAUNDRY ROOM

- About 35 gallons of water is needed to wash a load of clothes in old washing machines. Wait until there is a full load of laundry before running the machine - this could eliminate one load per week and save 35 gallons (160 gallons per month). When buying a new washer, consider a front load one, which uses less than half this amount, as well as saving energy.

### Saving water outdoors

- Don't water what doesn't grow - make sure your sprinklers are positioned so they aren't watering the pavement and sending your money down the drain.
- For leaky outdoor faucets, wrap Teflon tape around the threads of a hose bib and disconnect hoses when not in use. Leaks are often caused by worn out washers; replace these regularly to ensure your money isn't being lost, one drip at a time.
- Overwatering creates a less drought-resistant lawn and encourages pests. Only water in the early morning or in the evening during your specified days (refer to the Water Conservation bylaw and procedure).
- High River's soil is a mix of sand and clay; clay absorbs water very slowly so only irrigate as fast as the soil can absorb. Adding peat moss or compost will also help improve moisture retention.
- Create a xeriscape garden. This type of garden uses drought-resistant plants and alternative ground covers which require far less irrigation. The result is lower water bills and a beautiful yard with less work to maintain.

### RESOURCES:

Visit the High River website at [www.highriver.ca/Going Green/Water Conservation](http://www.highriver.ca/Going Green/Water Conservation) for links on:

- how to fix a leaky faucet;
- solving the mystery of a leaky toilet;
- step-by-step videos on creating a xeriscape garden;
- High River's Toilet Rebate Program;
- printable postcards of student Conserve to Preserve artwork.



## Your Residential Utility Rates for water and waste water



For more information, call the Operations Department at

403.652.4657

email: [operations@highriver.ca](mailto:operations@highriver.ca)  
or [utilities@highriver.ca](mailto:utilities@highriver.ca)

website: [www.highriver.ca/Going Green/Water Conservation](http://www.highriver.ca/Going Green/Water Conservation)



Printed on paper that is 100% recycled FSC Post-Consumer fibre. It is processed chlorine free and is an Environmental Choice Paper.

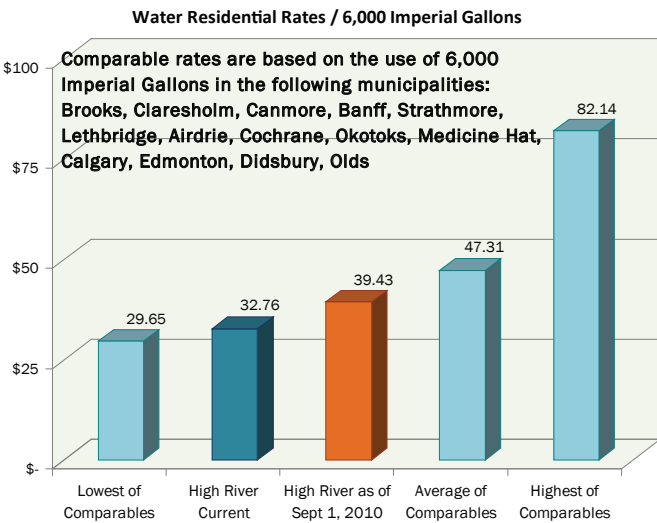
## Residential Water Rates

Effective September 1, 2010

Base service fee - \$17 per billing period

Imperial gallons used in a 2 month period	Price per 1,000 imperial gallons
0 - 6,000	\$3.50
6,001-12,000	\$4.50
12,001-24,000	\$7.00
Over 24,000	\$9.50

## How do High River water rates compare to other Alberta communities?



## New Residential Waste Water Rates

Effective September 1, 2010

Base service fee - \$15 per billing period

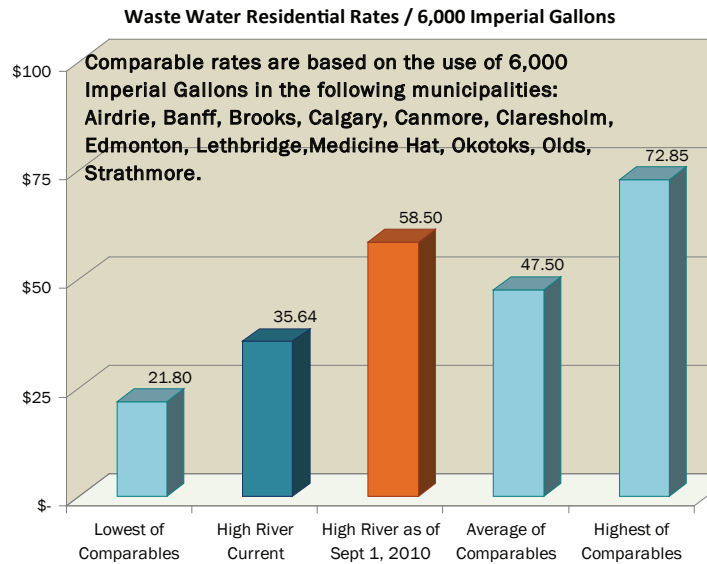
+ \$7.25 per 1,000 gallons of usage

These rates are based on the average water consumption during the winter months (November 1 - April 30) so summer usage is not charged.

Waste water is any water that goes down the drain or into the sewer including showers, toilets, and washing machines.

Residents without without a full year's winter consumption will have a \$27 monthly fee applied to their bill.

## How do High River waste water rates compare to other Alberta communities?



## Frequently Asked Questions

### What was wrong with the old utility rate structure?

High River's utility rates did not generate enough revenue to cover the expense of producing clean drinking water and treating waste water. Like many municipalities, the town has used property taxes to supplement this cost, which continues to increase every year.

Another factor is that the infrastructure, such as the water and sewer lines, has continued to age and deteriorate, plus government regulations have required significant upgrades to both treatment plants.

### Why not continue using property taxes to pay for the utility systems?

Diverting property taxes into maintaining the utility system has meant reducing funding for other town programs such as road construction and maintenance, parks and green spaces, and solid waste management.

Also, even with these additional funds, the funding was not sufficient for the major capital projects that must be completed within the next five years if High River's water and waste water systems are to remain stable.

### How much will my new water bill be?

Because the new rates are based on actual water used, the amount of your water bill is now, to a large extent, controlled by you. Here is an example to demonstrate how to calculate your bill:

First, determine how many gallons of water you use in a two-month period. This amount is shown in the table on the top of your invoice:

Read Code	Multiplier	Consumption	Consumption Type
A	100	72	Imperial

A=actual meter reading  
E=estimated meter reading

$100 \times 72 = 7,200$  (amount of water consumption for two months)

### Calculating your water bill:

For this example Joe Citizen used 7,200 gallons of water in two months. Under the new utility rates his bill would be:

Service fee ..... \$17.00

First 6,000 gallons:  $6 \times \$3.50 =$  ..... \$21.00

6,001-12,000 gallons:  $1.2 \times \$4.50 =$  ..... \$5.40

The total water bill = ..... **\$43.40**

**Note:** An average family who practices basic conservation strategies can achieve less than 6,000 gallons of water usage per billing period.

### There was only a flat fee for waste water before. Why has a utility rate been added?

The cost to treat waste water is actually higher than for potable water and the treatment facilities require ongoing upgrades and maintenance to meet environmental standards set by the Alberta government.

### How much will my waste water bill be?

Once again, you will be able to control the amount of your bill because waste water rates are based on your average water usage between November 1 - April 30. In this way, you do not pay for water that you use to irrigate your lawn and garden during the summer months. Using Joe Citizen as an example and estimating his average winter water usage as 6,200 gallons per billing period, here is what his waste water bill would be every two months for the entire year:

Service fee ..... \$15.00

$6.2 \times \$7.25 =$  ..... \$44.95

The total waste water bill = ..... **\$59.95**

### Where will the revenue for these new rates be used?

Revenue from the new utility rates will be directed into the following necessary capital projects. These are essential to upgrade and maintain the infrastructure so it continues to meet environmental standards:

### Water:

- Water line replacement
- Above ground infrastructure upgrades/replacement
- Well head upgrades
- Water supply connections
- Pressure management
- New reservoir
- Ongoing water plant upgrade to meet environmental standards

### Waste water:

- Waste water line replacement
- Above ground infrastructure upgrades/replacement
- Two major lift station upgrades
- Main waste water line improvements and repairs from flood damage
- Waste water plant upgrade
- Disposal system upgrade or change

Original artwork created by students from Ecole Joe Clark School

