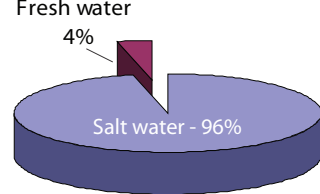
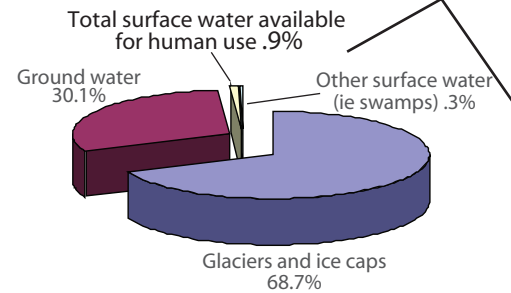


Putting water into perspective:

EARTH'S TOTAL WATER RESOURCES



EARTH'S FRESH WATER DISTRIBUTION



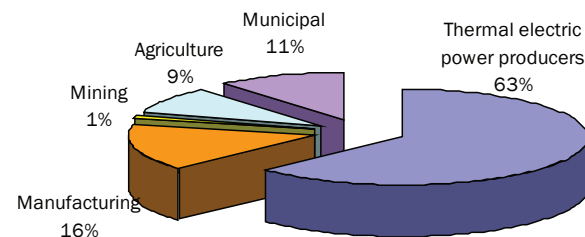
GO BLUE

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 businesses who actively conserve water and lower their wastewater will now be rewarded with lower water bills.

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

CANADA'S INDUSTRIAL WATER USAGE:



*Source: Natural Resources Canada

Water conservation tips for businesses

- Assign one employee as the water conservation officer who will read the water meter weekly to monitor the success of water conservation efforts, report any leaks or other problems, and investigate water conservation strategies to bring to management.
- Seek employee suggestions on water conservation; locate suggestion boxes in prominent areas.
- When purchasing products, and equipment, research models that are more energy efficient and look for ones that display the Energy Star and WaterSense labels.
- Increase employee and customer awareness of water conservation. Restaurants can provide table signs urging water conservation and only serve water when requested by customers.
- Install signs encouraging water conservation in employee and customer restrooms.

COMMERCIAL KITCHENS:

- Install low-flow pre-rinse nozzles. Standard manual pre-rinse nozzles use 1.8 - 2.5 gallons per minute (gpm) and automatic nozzles use 3 - 6 gpm. Efficient pre-rinse nozzles use a fan-like spray pattern that cleans just as well but use only 1.6 gpm.
- Consider retrofitting once-through water-cooled refrigeration units and ice machines by using temperature controls and a recirculating chilled-water loop system.
- Recycle rinse water from the dishwasher or re-circulate it to the garbage disposal.

water/wastewater bill

- Install a high efficiency dishwashing system. Efficient dishwashers typically use 50 - 70 percent less water and energy than standard models. High efficiency dishwashers recirculate the final rinse water, have extra-wide conveyers (for conveyer type systems) and electric eye sensors.
- Turn off the continuous flow used to clean the drain trays of the coffee/milk/soda beverage island; clean the trays only as needed.
- Replace spray heads in the dishwasher to reduce water flow. Use water from steam tables to wash down cooking area.

GENERAL MAINTENANCE

- Install flow reducers and faucet aerators in all plumbing fixtures whenever possible. Reduce the water used in toilet flushing by either adjusting the vacuum flush mechanism or installing toilet tank displacement devices (dams, bottles, or bags).
- Participate in High River's Toilet Rebate Program. Application forms are available at the Town office or electronically on the town's website under Going Green/Water Conservation.
- Reduce the load on air conditioning units by shutting off air conditioning when and where it is not needed.
- Use recycling systems for chillers and cooling towers.
- Insulate hot water pipes.
- Consider installing an ozone cleaning system in the laundry. At 37 degrees Celsius the ozone system provides the same cleaning as a regular washer at 71 degrees Celsius and uses 30 percent less water. If water recycling is also incorporated, water reduction is almost 80 percent.
- Switch from wet or steam carpet cleaning to dry power cleaning.
- Avoid excessive boiler and air conditioner blow down. Monitor total dissolved solids levels and blow down only when needed.

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.
- Discontinue using water to clean sidewalks, tennis courts, pool decks, driveways, and parking lots

Resources:

Visit the High River website at www.highriver.ca/Going Green/Water Conservation for links on:

- how to fix a leaky faucet;
- solving the mystery of a leaky toilet;
- High River's Toilet Rebate Program;
- printable postcards of student Conserve to Preserve artwork.



Your Commercial Utility Rates for Water and Wastewater



For more information, call the Operations Department at

403.652.4657

email: operations@highriver.ca
or utilities@highriver.ca

website:

www.highriver.ca/Going Green/Water Conservation

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

- Just six countries—Brazil, Russia, Canada, Indonesia, China, and Colombia—account for half of Earth's total renewable freshwater supply. Canada ranks near the top of water wealth, with more than 92,000 cubic meters of water per inhabitant. (*Worldwatch Institute*)
- Canada ranks 15th out of 16 peer countries for water consumption (almost double the 16 country average) and earns a "D" grade from the Conference Board of Canada.
- Industry accounts for 68 per cent of Canada's total water usage. This includes cooling machinery and equipment, producing energy, cleaning goods for manufactured items, and acting as a solvent.
- Globally, industries account for about 22 percent of the world's total freshwater withdrawals, but this is far higher in industrial countries (59 percent on average) than in developing ones (10 percent). In addition to using significant quantities of water, industries generate large volumes of wastewater. (*World Water Assessment Programme*).

COMPARATIVE PRICES FOR TYPICAL BEVERAGES

Beverage	Cost:/1000 litres
Tap water	\$1.26
Cola	\$850.00
Milk	\$985.00
Bottled water	\$1,500.00
Beer	\$2,500.00
Wine	\$9,000.00
Whiskey, gin	\$26,700.00



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

*Commercial Water Rates

Effective September 1, 2010

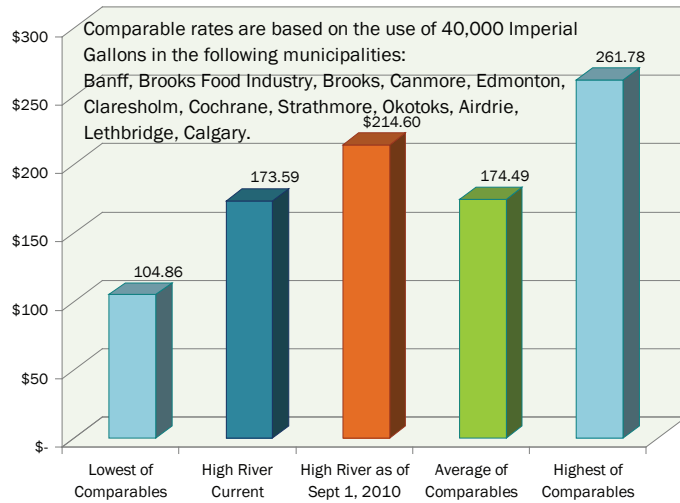
Base service fee per billing period -
 \$20 (5/8" meter)
 \$36 (1" meter)
 \$75 (1 1/2" meter)
 \$120 (2" meter)
 \$175 (3" meter)

Service fees have been significantly reduced

Imperial gallons used in a 2 month period	Price per 1,000 imperial gallons
0-3,600	\$3.50
3,601- 40,000	\$5.00
Over 40,000	\$6.50

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

Water Commercial Rates / 40,000 Imperial Gallons: 5/8" meter



New *Commercial Wastewater Rates

Effective September 1, 2010

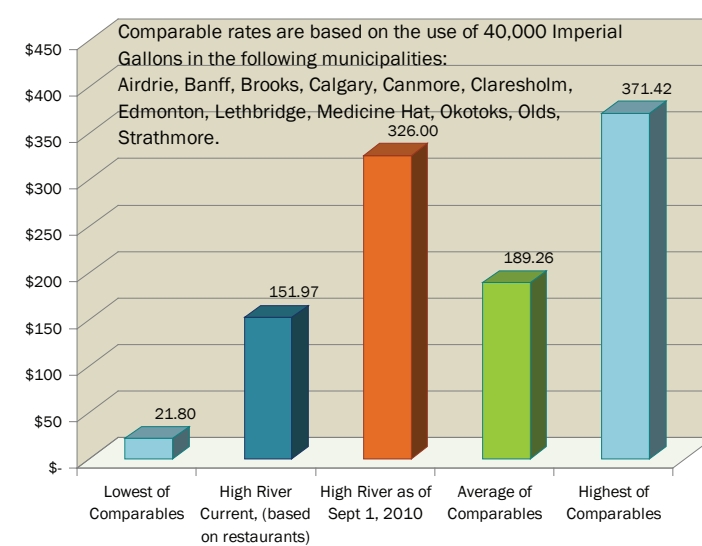
Base service fee per billing period -
 \$16 (5/8" meter)
 \$30 (1" meter)
 \$45 (1 1/2" meter)
 \$75 (2" meter)
 \$100 (3" meter)

+ \$7.75 per 1,000 gallons of usage

These rates are based on water consumption. Wastewater includes any water that goes down the drain or into the sewer including dishwashers, cooling systems, floor drains, and toilets.

How do High River wastewater rates compare to other Alberta communities?

Wastewater Commercial Rates/40000 Imperial Gallons: 5/8" meter



* Commercial refers to industrial, commercial, institutional, apartment buildings, and most multi-family housing units.

Frequently Asked Questions:

What was wrong with the old utility rate structure?

High River's commercial utility rates were not equitably distributed. Large and small companies paid the same amount for wastewater regardless of how much or how little they produced. The water rates were also not based on the actual cost to provide it.

The new rate structure has been developed so that businesses pay the true cost of water per 1,000 gallons that they actually use and the wastewater that they produce. This is known as 'user pay' or full-cost recovery system.

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 needs such as road construction and maintenance, parks and green spaces, and solid waste management.

As well, the funds that could be redirected were 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	220	Imperial

A=actual meter reading
 E=estimated meter reading
 100 x 220 = 22,000, (amount of water consumption for two months)

Calculating your water bill:

For this example Mom and Pop's restaurant used 22,000 gallons of water in two months. Under the new utility rates their bill would be:

Service fee (5/8" meter)\$20.00
 First 3,600 gallons: 3.6 x \$3.50 =\$12.60
 3,600-40,000 gallons: 18.4 x \$5.00 =\$92.00
 The total water bill = **\$124.60**

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

The cost to treat wastewater 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 wastewater bill be?

Once again, you will be able to control the amount of your bill because wastewater rates are based on your water usage. Using Mom and Pop's Restaurant as an example of 22,000 gallons per billing period, here is the total for their wastewater bill:

Service fee (5/8" meter)\$16.00
 22 x \$7.75 = \$170.50
 The total waste water bill = **\$186.50**

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

Wastewater

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

Original artwork created by students from Ecole Joe Clark School

