


# UTILITY RATE CHANGE ADVISORY

## Town of Wembley Customers - January 1, 2020


This notice explains changes in monthly charges for your water, wastewater and solid waste services. Rate changes are **effective January 1, 2020** and will be reflected on your February utility bill.

### WHY DO RATES INCREASE?




Periodic rate increases are required to ensure the delivery of essential services, adjusting for annual increases in utilities, maintenance and resources to provide water and wastewater services.

Upgrades to river infrastructure ensure a reliable water supply by providing flood and erosion protection and improving emergency response and resiliency.





\$35 million in capital investments planned.

Upgrades to our treatment facility will provide increased capacity for the next 30 years as the region grows.




### FAQ'S



Solid waste charges (garbage collection and recycling) on your monthly bill are collected on behalf of the Town of Wembley, who provides this service.

On average, we deliver 20 million in litres of water per day to customers.

We return 80% of the water back to the Wapiti River.

We maintain \$325 million worth of assets throughout the service area.






[aquatera.ca/your-bill/rates](http://aquatera.ca/your-bill/rates)

# 2020 RATES

The following chart is based on a typical monthly water consumption.

## RESIDENTIAL

Charges Based on 16 Cubic Meters (m3)		
Description	2020 Rate (\$)	Monthly Increase From 2019 (\$)
<b>Water Services</b> 	1.615/m3	
Water Usage	25.84	0.62
Water Fixed Charge	11.90	0.29
Water Municipal Franchise Fee (10%)	3.77	0.09
<b>Wastewater Services</b> 	2.142/m3	
Wastewater Usage Based	34.27	5.95
Wastewater Fixed Charge	15.95	2.77
Wastewater Franchise Fee	5.02	0.87
<b>Solid Waste Services</b> 		
Garbage Collection	17.00	0.00
Recycling Program	2.50	0.00
<b>Total of all services</b>	<b>116.25</b>	<b>10.59</b>

## NON-RESIDENTIAL

Charges Based on 16 Cubic Meters (m3)	
2020 Rate (\$)	Monthly Increase From 2019 (\$)
<b>1.776/m3</b>	
28.42	0.69
13.09	0.32
4.15	0.10
<b>2.142/m3</b>	
34.27	5.95
15.95	2.77
5.02	0.87
20.00	0.00
2.50	0.00
<b>123.40</b>	<b>10.70</b>

For more information on garbage and recycling fees, please contact the Town of Wembley at 780.766.2269

Aquatera is committed to rates at or below median level compared to similar communities in the province of Alberta.

For more information on rate comparisons, visit, [www.aquatera.ca/ratesetting](http://www.aquatera.ca/ratesetting).

Franchise fees are collected and paid to the Town of Wembley and allow Aquatera to provide water and wastewater within the Town.

### CONTAMINATES IN RECYCLING

Any materials contaminated with food waste or grease cannot be recycled and should be disposed of in the garbage. Some of these items include pizza boxes, donut boxes or containers where food particles or grease have soaked into containers. These items would be considered contaminated and not fit for recycling. Please ensure that all waste is clean and dry before recycling. For more information visit [www.aquatera.ca/services/garbage-and-recycling](http://www.aquatera.ca/services/garbage-and-recycling).

### WIN OR GIVE

Fill out our survey each month for a chance to win your water or give to a local non-profit organization. Visit [www.aquatera.ca/surveys](http://www.aquatera.ca/surveys).

### MY ACCOUNT

Visit our website at [www.aquatera.ca/your-bill/rates](http://www.aquatera.ca/your-bill/rates) or call Aquatera's Account Services team at 780.538.0340 or email [myaccount@aquatera.ca](mailto:myaccount@aquatera.ca)