



# UTILITY RATE CHANGE ADVISORY

## Town of Wembley Customers

This notice explains changes in monthly charges for your water, wastewater, and solid waste services. Water, wastewater and garbage rate changes are effective **May 1, 2022** and will be reflected on your **June** 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



\$31 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 litres of water per day to customers



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

We maintain \$389 million worth of assets throughout the service area






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

# 2022 RATES

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

## RESIDENTIAL

## NON-RESIDENTIAL

Charges Based on 16 Cubic Meters (m3)		
Description	2022 Rate (\$)	Monthly Increase From 2021 (\$)
<b>Water Services</b> 	1.74/m3	
Water Usage	27.84	1.36
Water Fixed Charge	12.81	0.61
Water Municipal Franchise Fee (10%)	4.07	0.20
<b>Wastewater Services</b> 	2.83/m3	
Wastewater Usage Based	45.28	4.16
Wastewater Fixed Charge	21.05	1.91
Wastewater Franchise Fee	6.63	0.60
<b>Solid Waste Services</b> 		
Garbage Collection	17.00	N/A
Recycling Program	7.50	N/A
<b>Total of all services</b>	142.18	8.84

2022 Rate (\$)	Monthly Increase From 2021 (\$)
1.91/m3	
30.56	1.44
14.09	0.67
4.47	0.22
2.83/m3	
45.28	4.16
21.05	1.91
6.63	0.60
20.00	N/A
7.50	N/A
149.58	9.00

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.

### BATTERY SAFETY

Batteries provide us many benefits however, improper disposal of batteries can be dangerous to workers and have negative affects on our environment. Aquatera encourages you to take charge in battery safety and avoid discarding old batteries in your garbage or curbside collection. Batteries can be properly disposed of by bringing them to the Eco Centre. For hours and location visit [www.aquatera.ca/contact/locations-map](http://www.aquatera.ca/contact/locations-map).

### WIN OR GIVE

Fill out our survey each month for a chance to win your water or give to a local non-profit organization, or anonymously to another Aquatera customer. 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), call Aquatera's Account Services team at 780.538.0340, or email [myaccount@aquatera.ca](mailto:myaccount@aquatera.ca)