



# The City of Owen Sound

808 2nd Avenue East  
Owen Sound, ON N4K 2H4  
Canada

# WATER BILLING INVOICE

### Questions?

Online: [www.owensound.ca/waterbilling](http://www.owensound.ca/waterbilling)  
Email: [waterbilling@owensound.ca](mailto:waterbilling@owensound.ca)  
Phone: 519-376-4440 ext 1243  
Monday to Friday 8:30 am - 4:30 pm.  
Closed Saturday, Sunday, and Stat. Holidays

Sam Testerson  
2222 Anywhere St.  
Owen Sound, ON.  
N4K 1J2

**A**

### Statement Date: January 8, 2019

Billing Period: November 1, 2018 - January 7, 2019

Your account number: 001.000000.00

For service at: 2222 Anywhere St.

**Due Date: January 28, 2019**

**C**

### Amount Owing

Balance forward	\$0.00
Adjustments processed	\$0.00
Late fees added	\$3.42
Payments received since last billing	\$180.00
New Charges	\$364.71
Water Consumption	\$111.92
80.00 M3 @ \$1.399 = \$111.92	
Water Service Charge	\$56.15
Waste Water Charge	\$196.64
<b>Total Payment now due</b>	<b>\$364.71</b>

**E**

**F**

**Due Date: January 28, 2019**

Additional Billing Highlights  
Number of days in the period: 68  
Your average daily utility cost: \$5.36

**H**

IF YOU HAVE ANY QUESTIONS REGARDING YOUR BILL OR ARE MOVING PLEASE CALL 376-4440 EXT 1243. THANK YOU

**I**

# SAMPLE

### Payment Return Slip - Water Billing

Please complete and return this slip with your payment. Make your payment payable to The City of Owen Sound.



Your Account Number    **Total payment due**  
001.000000.00         **\$364.71**

**J**

<b>Payment enclosed</b>
\$

Sam Testerson  
2222 Anywhere St.  
Owen Sound, ON. N4K 1J2

The City of Owen Sound  
808 2nd Avenue East  
Owen Sound, ON N4K 2H4  
Canada



**B**

### Meter Reading and Usage Details this bill

Meter: 11111111	
Reading on 1/4/2019	Actual 180
Previous reading on 11/1/2018	Actual 100
Amount of water you used	80 M3

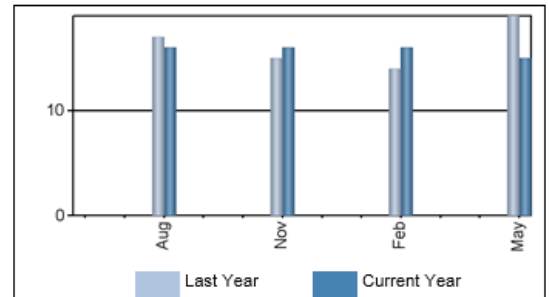
**D**

### Payment and Adjustment Details

Payment on 11/9/2018	-\$40.00
Penalties on 11/29/2018	\$2.01
Payment on 12/1/2018	-\$40.00
Penalties on 12/18/2018	\$1.41
Payment on 12/22/2018	-\$100.00

**G**

### Your Historic Usage



- A. This section is where the water bill is mailed. If you would like to change the mailing address of your water bill or sign-up for paperless billing, please contact [waterbilling@owensound.ca](mailto:waterbilling@owensound.ca).
- B. The meter reading and usage details portion of the bill displays the meter number of the service address, the previous meter reading, current meter reading, read type (actual/estimated), and consumption. (*Consumption is read in cubic meters. Every 1 cubic meter is equal to 1,000 Litres of water.*)
- C. This area shows your statement date, billing period, 11 digit account number, the service address, and the due date of the bill.
- D. Payment and adjustment details outline the dates of any penalties, payments, or adjustments made between billing cycles.
- E. The amount owing portion shows the balance forward, any adjustments, penalties, payments received since last billing, and new billing charges.
- F. This section breaks down your water bill based on the current water and wastewater rates.  
**Water Consumption** – This is the cost of the water used during the current billing period.  
**Water Service Charge** – This is the City’s cost of treating and delivering the water to your address. This is a set service fee, and does not fluctuate monthly.  
**Waste Water Charge** – This is the City’s cost of removing the water to the waste water treatment plant, treating the water, and releasing it back for safe consumption.  
This section also shows the due date of the bill.
- G. The historic usage graph reflects your billed usage, (actual or estimated) and allows you to compare your current water consumption to previous billings.
- H. Additional billing highlights displays the number of days between the previous meter read and the current meter read (this is what is being billed). This section also provides you with the average daily water usage cost.
- I. This section is for any important notes or information we would like to provide you with.  
Watch this area for any billing notes that are meant for only your service address.
- J. The tear away section displays when your bill is due, your account number, mailing address, unique barcode, and the payment enclosed box. Please take this section with you when paying your bill either at City Hall or with your financial provider.

Please visit [www.owensound.ca/waterbilling](http://www.owensound.ca/waterbilling) for more information.

**Waste Service Charges:**

This delivery charge includes the cost of treating and the delivery of water to you through our distribution system. This is a monthly charge. Prices are based on the size of the delivery pipe going into your home. This is a set amount charged to each customer regardless of the amount of water used. It helps cover the cost of maintaining a safe and reliable waste water distribution system and includes meter reading, service, emergency response, and water system repair, maintenance, and replacement.

**Water Consumption:**

Water consumption is the cost of water used in the current billing period. Consumption is based on cubic meters. Every cubic meter is equal to 1,000 Liters of water.

**Waste Water Charges:**

Waste water charges are the City's cost associated with the wastewater collection (sewer) system, and the waste water treatment plant, where it is treated to proper standards, and then released to the environment.

**Meter Reading:**

We read the water meter at your address every three months. If we are unable to get an actual read, we will use a service estimate based on your previous consumption. You can also call us to submit your meter reading at 519-376-4440 ex 1243 or [waterbilling@owensound.ca](mailto:waterbilling@owensound.ca). Simply record the numbers from your meter left to right.

**Call before you dig:**

Remember to call before you dig. Contact *Ontario One Call* at 1-800-400-2255

SAMPLE

Teller's Receipt Stamp

**Payments may be made through the following methods:**

- Direct withdrawal from your banking account (Pre-Authorized Payment Plan)
- Internet Banking
- Telephone Banking
- At most financial institutions (please take the entire bill with you)
- Cheque, by mail (tear off and include this bottom portion of your bill)
- Deposited in our drop box located at the front door of City Hall
- At City Hall during normal business hours (please bring the entire bill with you)