

## Pelham's Water and Wastewater Fees Lowest in Region

For a third year in a row, the Town of Pelham froze water and wastewater rates for residents. The Town's careful management of the water system (including meter replacements, infrastructure upgrades and continued system audits) helps offset the Region's 3.2% water and 1.8% wastewater rate increases.

Town of Pelham water bills are issued every two months in January, March, May, July, September and November, and at \$161 per billing cycle (for the average residential use of 50 cubic meters) Pelham has the lowest combined water and wastewater charges in the Region.

"Council and I are pleased that our investments in innovation and infrastructure continue to pay dividends and allow us to 'three-peat' the water and sewer rate freeze," said Mayor Dave Augustyn.

Pelham's water rates are based on a fixed-charge component and rate-for-consumption usage. This methodology benefits those who conserve water and ensures infrastructure sustainability (repairs, replacements, renewals).

In addition to continued system audits, two key factors contribute to Pelham's successful water and wastewater management:

### Meter Replacements

Prior to 2010, the Town measured water usage and calculated wastewater charges with old gallon and cubic meter odometer-type wheel meters – many from the 1960s and 1970s. Most of these aged-meters counted slowly or were failing, and it took two weeks to collect readings. If a system leaked, it could take months to detect.

In 2010, the Town worked with Neptune Technology to replace and upgrade all 4,200 meters to electronic, RF (Radio Frequency) meters. In addition to leak, backflow and tamper detection, it now only takes 3-4 hours for staff to collect usage data every two months. Not only does this cost less and facilitate more accurate billing, but the Town now also automatically notifies residents and businesses by phone if there is a leak or other issue with their water service. Overall, replacing the meters has helped the Town reduced water loss from +20% to less than 10%.

### Infrastructure Improvements

Throughout the last nine years, Pelham has also replaced more than 13 kilometers of cast iron water mains, which helped stop costly leaks and reduces the number of breaks and repairs. At the same time, Pelham has used the opportunity to replace old water and sewer pipes during road re-construction and improvements, such as along Haist Street, Pelham Street and Canboro Road.

More information on Pelham's budgets is available at [pelham.ca/budgets](http://pelham.ca/budgets).

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