

February 17, 2017

Dear Utility Customers:

Regarding: Changes to 2017 Utility Rates, Billing Process and Account Fees

The 2017 Budget for the City of North Battleford has now been completed and passed by Council. The budget approval included increases in property taxation (including UPAR frontage levy) and increases in utility billing (including water/sewer base and consumption rates, curbside garbage/recycling, and underground Infrastructure charges).

Regarding utility billing, the following are rate increases approved in the 2017 Budget with projected annual financial impact on the average residential customer with a 5/8" water line:

- Water & Sewer base & consumption charges – 4.5% (\$30/year)
- Residential Waste Management Fees (curbside garbage collection) – 11.1% (\$12/year)
- Recycle Fee (curbside recyclables collection) – 10% (\$7.20/year)
- Water & Sewer Underground Infrastructure charges – 23% (\$54/year)

Please also note the following changes to the billing process:

- 1) **Starting April, 2017** and phased in by zone, all customers (property owners and tenants) will be receiving their respective utility bills before mid month and the bill will be due and payable the end of the same month not the end of the following month as currently is the case. These new payment terms are in line with other utilities such as SaskPower and SaskEnergy. Customers on the water installment payment plan are not affected by this change however will still be required to increase monthly payments as required by the City due to increased customer consumption or fee increases.
- 2) **Starting May, 2017**, Tenant customers will be billed monthly, phased in by zone. As noted above, these invoices will be sent out early in the month and will be due and payable at the end of the same month.

Please also note the following changes to our fee schedule that are taking place in 2017:

- 1) New Customer Deposits (Tenants only) – Increase to \$175.00 from \$150.00.
- 2) Disconnect/Reconnect Charge (in event of non payment of account) – Increase to \$100.00 from \$50.00

Should you have any questions or concerns, please do not hesitate to contact the Utility desk at City Hall at 306-445-1707 or myself at the contact details below.

Regards,

D.G.(David) Gillan, Finance Director

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