

INFORMATION ABOUT YOUR WATER AND WASTE WATER BILL

HOW TO PAY YOUR BILL

- Through your financial institution using online banking, telephone banking or in person using the payee "Leamington Water" and your 12-digit account number.
- Cheque – Cheques should be made payable to the Municipality of Leamington and should note the 12-digit account number or include the top portion of the water/waste water bill. Cheques can either be mailed to the Municipal Building at 111 Erie Street North, Leamington ON N8H 2Z9 or be placed in the drop-box located at the Queens Avenue entrance of the Municipal Building. Please note that post dated cheques or cash are not accepted.
- Pre-Authorized Payments - To have your payment automatically withdrawn from your bank account on the due date, fill out a pre-authorized payments form at www.learmington.ca/water.
- Online Payment - You can pay your water and waste water bill online at <https://pay.datatel-systems.com/learmington-utility-billing> using Visa, Mastercard, Visa Debit or Mastercard Debit.

MOVING? CONTACT US FIRST!

Customers are required to fill out a change of owner/resident form at www.learmington.ca/water in order to request a final meter reading and/or set up a new account. 48 hours notice must be given for a final read. Note that you are responsible for consumption until final readings have been completed.

REQUEST FOR WATER SHUT OFF/TURN ON

A request can be made to have water service shut off and/or turned on. A \$50 disconnection/reconnection fee for each service will be added to the water account. Requests for water shut off/turn on must be done at least 48 hours in advance by completing the "Request for Shut Off/Turn On" form at www.learmington.ca/water.

Please be aware that the Municipality of Leamington's water network must be managed by licensed operators and unauthorized tampering with the municipal water system is not permitted. If you are found to be tampering with your water meter, a minimum \$400 water meter tampering fee will be imposed.

SAVE MONEY AND GO GREEN!

Customers have the opportunity to save \$3.00/month by signing up for electronic billing at <https://leamingtononline.ca>. Each month, you will receive an email with a pdf attachment or a link to your bill.

WATER RATES

Water rates are reviewed and approved by Leamington Council annually and are posted on the Municipality's website.

Fees to be aware of:

Reconnect/Disconnect Fee - \$50

After-hours Reconnection Fee - \$170

Correct Payment Misposting - \$25

Administration Fee for Refund - \$25

Interest – a charge of 1.25% will added to your account on overdue amounts

SPECIAL BILL ADJUSTMENTS

- **EPBAL – Essex Powerlines Balance Transfer** – Customers that had an outstanding balance/ credit on their Essex Powerlines water/waste water account for the billing period ending March 1, 2021 will see an adjustment on the bill they receive in August 2021.
- **BCWAT - Water Base Charge Adjustment** and **BCSEW - Sewer Base Charge Adjustment** - Customers will see a base charge adjustment on the bill they receive in August 2021 to prorate the amount that was charged on their final bill from Essex Powerlines. Customers will see an additional charge if they were undercharged, or a credit if they were overcharged. The amount of the adjustment is determined by the billing cycle. Monthly base charges for water and sewer were \$23.03 and \$50.83 respectively.

CONTACT US

- Billing questions, moving requests, scheduling of water reconnects and disconnects, and all general inquiries - 519-326-5761 ext. 1215 (8:30 AM - 4:30 PM Monday to Friday)
- Leamington Water Service Office - 519-326-4454
- Emergency Service Requests and Information - 519-326-9212 (24 hours)
- Alternative Emergency Number - 519-971-5058 (24 Hours)
- Union Water Supply System - 519-326-1668