

# UTILITY RATE CHANGE ADVISORY

## Town of Wembley Customers

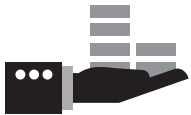
This notice explains changes in monthly charges for your water, wastewater, and solid waste services. Water, wastewater and garbage rate changes are effective **March 1, 2024** and will be reflected on your **March** utility bill.

### VALUE FOR SERVICE

We establish fair and affordable rates, while ensuring that our operational requirements are protected, and our investments allow us to continue providing trusted quality, valued service and peace of mind to our customers.



### WHY ARE RATES INCREASING?



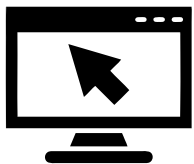
Periodic adjustments to rates are necessary to ensure the continued provision of vital and reliable community services, adjusting for annual increases in utilities, infrastructure, maintenance, and resources to provide water, wastewater, and solid waste services.

### HIGHLIGHTS



On average, we deliver 22 million litres of water per day to customers and return 80% to the Wapiti River.

The Eco Centre is the largest recycling depot in the region, recycling items such as paint, electronics, used motor oil, Styrofoam and household hazardous waste.






Aquatera's Open Data Portal is the gateway to Aquatera's asset data. Visit [www.aquatera.ca/services/distribution-and-collection/open-data-portal](http://www.aquatera.ca/services/distribution-and-collection/open-data-portal), where users can visualize and analyze data and projects through an online map viewers and download raw data at no cost.

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

# 2024 RATES

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

## RESIDENTIAL

Charges Based on 16 Cubic Meters (m3)		
Description	2024 Rate (\$)	Monthly Increase From 2023 (\$)
<b>Water Services</b> 	1.94/m3	
Water Usage	31.04	1.76
Water Fixed Charge	14.73	1.28
Water Municipal Franchise Fee (10%)	4.58	0.31
<b>Wastewater Services</b> 	3.30/m3	
Wastewater Usage Based	52.80	3.04
Wastewater Fixed Charge	25.36	2.20
Wastewater Franchise Fee	7.82	0.53
<b>*Solid Waste Services</b> 		
Garbage Collection	17.00	0.00
Recycling Program	8.50	1.00
<b>Total of all services</b>	<b>161.83</b>	<b>10.12</b>

## NON-RESIDENTIAL

2024 Rate (\$)	Monthly Increase From 2023 (\$)
2.12/m3	
33.92	1.92
17.78	1.54
5.17	0.35
3.30/m3	
52.80	3.04
25.36	2.20
7.82	0.53
20.00	0.00
8.50	1.00
<b>171.35</b>	<b>10.58</b>

\*Solid waste charges (garbage collection and recycling) on your monthly bill are collected on behalf of the Town of Wembley, who provides this service. For more information on garbage and recycling fees, please contact the Town of Wembley at 780.766.2269.

For more information on rates, 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.

### E-BILL

Sign up for e-bill today! Signing up is easy and you can access your account anytime from your computer or mobile device. Receive email notifications when your bill is ready and pay online. Sign up to our paperless electric billing (e-bill) program today by visiting [www.aquatera.ca](http://www.aquatera.ca). Save the paper and reduce the waste!

### WIN OR GIVE

Fill out our survey 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)