

UTILITY RATE CHANGE ADVISORY

Town of Wembley Customers - March 1, 2025

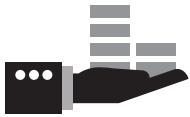
This notice explains changes in monthly charges for your water, wastewater and solid waste services. Rate changes are **effective March 1, 2025**.

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, 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

2025 RATES

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

RESIDENTIAL

Charges Based on 16 Cubic Meters (m3)		
Description	2025 Rate (\$)	Monthly Increase From 2024 (\$)
Water Services 	1.98/m3	
Water Usage	31.68	0.64
Water Fixed Charge	16.19	1.46
Water Municipal Franchise Fee (10%)	4.79	0.21
Wastewater Services 	3.36/m3	
Wastewater Usage Based	53.76	0.96
Wastewater Fixed Charge	27.87	2.51
Wastewater Franchise Fee	8.16	0.34
*Solid Waste Services 		
Garbage Collection	17.00	0.00
Recycling Program	8.50	0.00
Total of all services	167.95	6.12

NON-RESIDENTIAL

2025 Rate (\$)	Monthly Increase From 2024 (\$)
2.16/m3	
34.56	0.64
19.54	1.76
5.41	0.24
3.36/m3	
53.76	0.96
27.87	2.51
8.16	0.34
20.00	0.00
8.50	0.00
177.80	6.45

*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.

RATE UPDATES

Effective March 1, 2025:

Bulk Water rates will increase from \$10.93 per cubic metre to \$11.26

For more information on rates, visit 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

Ready to make life easier AND help the environment? Signing up for eBill is quick and simple – access your account anytime, anywhere, from your phone or computer! Get email notifications when your bill is ready and pay online – all without the paper clutter! Join the paperless revolution today! Sign up now at www.aquatera.ca.

BATTERY

Improper battery disposal can be dangerous to waste disposal workers and the environment. **Take care** and **take charge** by properly disposing your batteries at the Eco Centre or Landfill.

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. For more information visit www.aquatera.ca/surveys.

MY ACCOUNT

Visit our website at www.aquatera.ca/your-bill/rates, call Aquatera's Account Services team at 780.538.0340, or email myaccount@aquatera.ca.