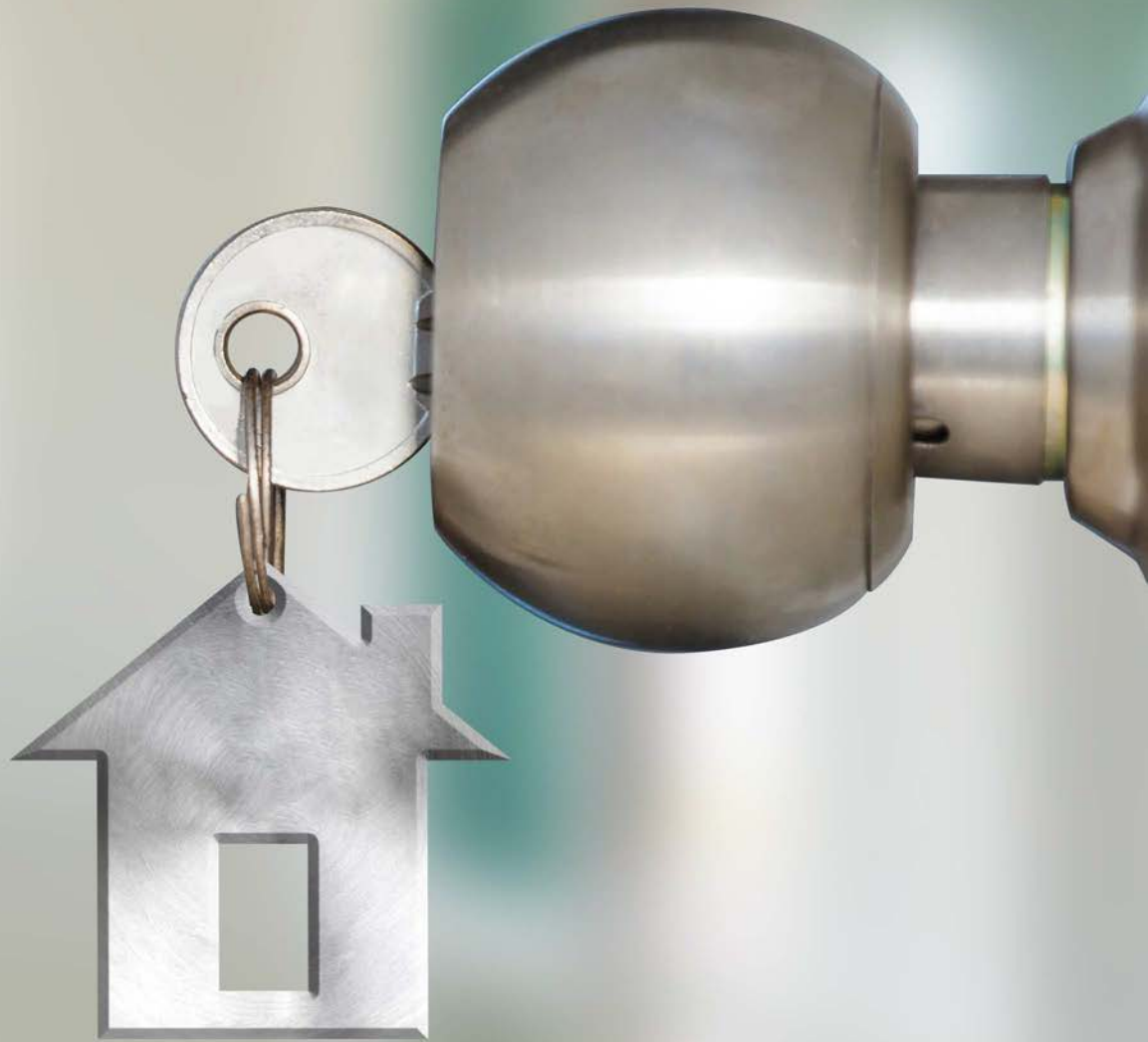
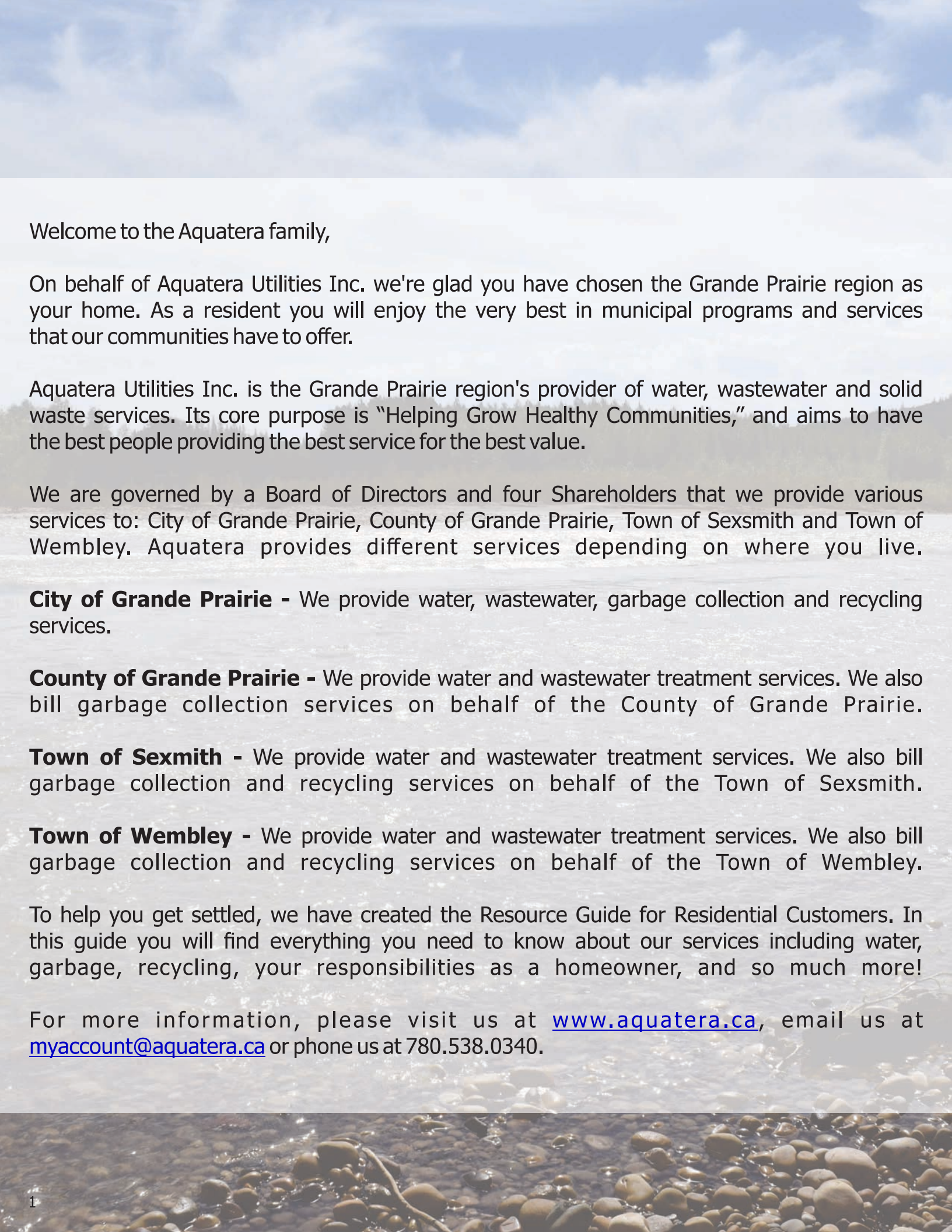


RESOURCE GUIDE FOR RESIDENTIAL CUSTOMERS



AQUATERA[®]

WATER EARTH INNOVATION



Welcome to the Aquatera family,

On behalf of Aquatera Utilities Inc. we're glad you have chosen the Grande Prairie region as your home. As a resident you will enjoy the very best in municipal programs and services that our communities have to offer.

Aquatera Utilities Inc. is the Grande Prairie region's provider of water, wastewater and solid waste services. Its core purpose is "Helping Grow Healthy Communities," and aims to have the best people providing the best service for the best value.

We are governed by a Board of Directors and four Shareholders that we provide various services to: City of Grande Prairie, County of Grande Prairie, Town of Sexsmith and Town of Wembley. Aquatera provides different services depending on where you live.

City of Grande Prairie - We provide water, wastewater, garbage collection and recycling services.

County of Grande Prairie - We provide water and wastewater treatment services. We also bill garbage collection services on behalf of the County of Grande Prairie.

Town of Sexsmith - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Sexsmith.

Town of Wembley - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Wembley.

To help you get settled, we have created the Resource Guide for Residential Customers. In this guide you will find everything you need to know about our services including water, garbage, recycling, your responsibilities as a homeowner, and so much more!

For more information, please visit us at www.aquatera.ca, email us at myaccount@aquatera.ca or phone us at 780.538.0340.

RECYCLING, ECO CENTRE OR GARBAGE?

RECYCLING

Acceptable Recyclables

GLASS is NOT accepted for recycling at either curbside blue bags NOR at the Eco Centre. **ALL MATERIALS MUST BE CLEAN & DRY TO BE RECYCLABLE.**

For Curbside Collection

(residences with garbage cart collection) Bag all items together in a blue bag. There is no need to sort items and there is no limit to the number of blue recycling bags placed at the curb.

ACCEPTABLE CURBSIDE

Rigid Plastics (must be clean & dry)

Household bottles and containers: Vinegar, shampoo, fabric softener, dish soap, laundry detergent, windshield washer, ice cream pails and deposit items pop, water, milk cartons, juice boxes (see Eco Centre Bottle donations).

Plastic items must be marked with symbols:



Do not recycle if there is no symbol. Plastic bags/film and Styrofoam are NOT accepted curbside (see Eco Centre).

Mixed Paper

Newspaper, magazines, phone books, catalogues, flyers, inserts, writing and computer paper, paperback books (hard cover books need covers removed), gift wrap (non-metallic), greeting cards, envelopes, disposable paper coffee cups.

Cardboard/Boxboard

Cereal, shoe, tissue, cracker, cookie boxes (remove liners), brown paper bag, paper egg cartons, cardboard boxes (flattened).

All cardboard and boxboard may be placed in your blue bag however, larger pieces should be flattened and folded to a maximum of 2ft x 3ft (60cm x 90cm) and placed under the blue bags at the curb.

Metals

(clean, trap lids inside cans) Food, soup, beverage cans, tin foil wrap and trays (pie plates).

Please ensure your recycling is placed at the curb to the left of the handles of your garbage cart, 1 metre away and visible from the road.

Recycling is collected on the same day as your garbage by a separate collection vehicle. Please remember to have your curbside recycling, garbage, and yard waste (seasonal) to the curb by 7 am.

For Multi-Family Dwelling Units

Place your bagged recycling at the location designated by the landowner or landlord. For locations using carts the recycling must be contained in a blue bag that is then placed inside the cart.

For The Eco Centre

The Eco Centre accepts all blue bag materials but at this location they must be sorted and placed in the appropriate bins.

ECO CENTRE (10431-96 Ave)

"Blue Bag" Recyclables

The Eco Centre accepts all blue bag materials but at this location they must be sorted and placed in the appropriate bins.

Plastic, Tin & Aluminium

Plastic bags such as retail, grocery, bread and dry cleaning. Shrink wrap, bubble wrap, Foam wrap/film, rigid plastic #1-7, tin cans, foil. **NOTE: See Garbage - plastics**

Styrofoam (#6 PS only)

Must be clean and free of all tape, labels and other foreign objects. **No film wrap, spray foam, insulation styrofoam, packing peanuts, #4 LPDE, #5 PP. See Plastic Film.**

Household Hazardous Waste

Residential products only - no commercial product disposal permitted. **NOTE: Products must be in original containers with label intact, properly sealed and with good integrity.**

Household items with a warning symbols: corrosive, toxic and oxidizer, flammable, explosives (aerosol)



Automotive fluids (antifreeze, gas, diesel, brake and transmission fluid), ballasts (non-PCB go to the Landfill), caulking, cement powder, photo chemicals, glues, thinners, turpentine, paint remover, herbicide, pesticide, fertilizer, aerosol cans, mercury thermostats.

Paint/Stains

Full or partially full cans. Limit of 10x20L pails. **Architectural coatings only. Automotive & chalk based paints not accepted nor is 'wash' from paint sprayers.**

Fluorescent Bulbs (no broken bulbs)

Fluorescent tubes, compact fluorescent bulbs (CFL's), other mercury containing bulbs.

Automotive

Used motor oil (max. container size 20L), plastic oil containers, oil filters, vehicle batteries, tires (no rims and a maximum of 4).

Electronic Waste (no broken glass)

Televisions, computer monitors, CPU's, keyboards, speakers, printers, laptops, stereos, microwaves, DVD and CD players, VCR's, fax machines, projectors, copiers, scanners, toasters, telephones, coffee makers, breadmakers, power tools.

Bottle Donation

(NO loose items - must be in boxes or bags) Proceeds go to local charities. Glass items must be in separate bags/boxes from all other items. Arrowhead jugs must be flattened and contained in bags.

- Cardboard
- Shredded and Packing Paper
- Rechargeable Batteries and Alkaline Batteries (ie AA, AAA, C, D and 9 Volt batteries)
- Cell Phones and Batteries
- Propane Bottles (up to 30lbs)
- Cooking Oil

GARBAGE

For Garbage Cart Collection

All waste must be bagged before placing in cart. On your collection day place your cart with the wheels to the curb and 1 metre from all objects. Lid must be closed. **Please DOUBLE BAG: vacuum cleaner bags, animal feces, kitty litter, and ashes.**

Landfill

4506-100 Street Grande Prairie, AB
Between HWY 40 and Resources Road
North of Correction Line (HWY 668). No Hazardous waste or liquids are accepted in the Landfill. For information about Landfill hours, fees, and acceptance contact Aquatera (see below).

Landfill Recycling

NOTE: Tipping fees may apply
Appliances, tires, cardboard, metal, drywall, clean wood, junk cement, concrete, asphalt, propane tanks, vehicle batteries, electronic waste, yard waste, ballasts marked non-PCB.

Yard Waste for Curbside Collection

(Seasonal for residences with garbage cart collection) Transparent bags must be used. Bags must be free of contamination (no garbage), weigh under 20kgs and be placed 1 meter from your garbage cart.

Yardwaste for the Landfill

Year round acceptance. **NOTE: No longer accepted at the Eco Centre.**

EXAMPLES OF GARBAGE ITEMS THAT ARE OFTEN PLACED IN WITH RECYCLING:

These items are not accepted for recycling and should be placed in either curbside garbage or taken to the landfill unless otherwise noted. List does not include all possible materials but is rather a guideline of common recycling program contaminants.

Plastics

#5 PP plastics, insulation, chip bags, cellophane food wrap, soiled plastic, strapping, string, dishes/cutlery, toys, wading pools, toothpaste tubes, garden hoses, lawn furniture, 20L (5 gallon) or larger pails (except oil pails taken at the Eco Centre), #4LDPE.

Paper/Cardboard

Disposable diapers, soiled paper or cardboard, paper towels, napkins, tissue wipes, frozen juice cans, powdered drink containers, laminated pet food bags.

Metals

Clothes hangers, wire, cable.

Glass/Ceramics

Glass, mirrors, dishes, cups, ceramic and clay items, light bulbs (incandescent and halogen).

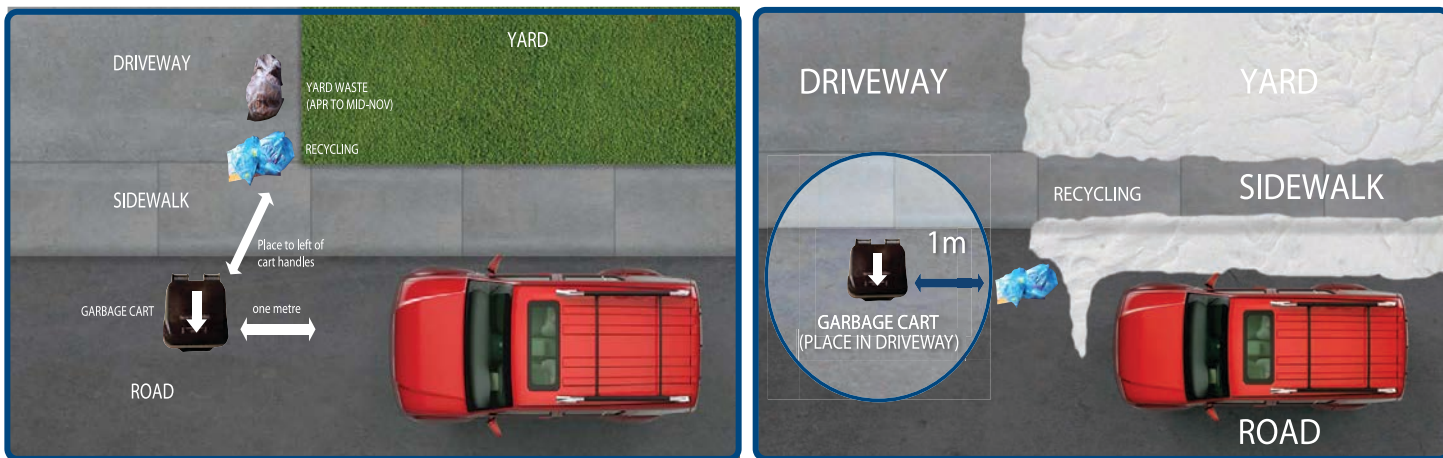
Other Items

Table scraps, used paint supplies (trays, used brushes, rags), binders, carpets, chair mats, floor sweepings, smoke detectors, lamps, Christmas lights.

SOLID WASTE

CURBSIDE COLLECTION

Once a week, Aquatera collects garbage placed in your Landfill cart.



If you have more garbage than your cart will allow, you can purchase Aquatera Bag Tags at the Aquatera Head Office, Aquatera Landfill, Co-op, Freson Brothers, Safeway and Save-on-Foods.

Make sure your Landfill cart is set out by 7 a.m. on your collection day.

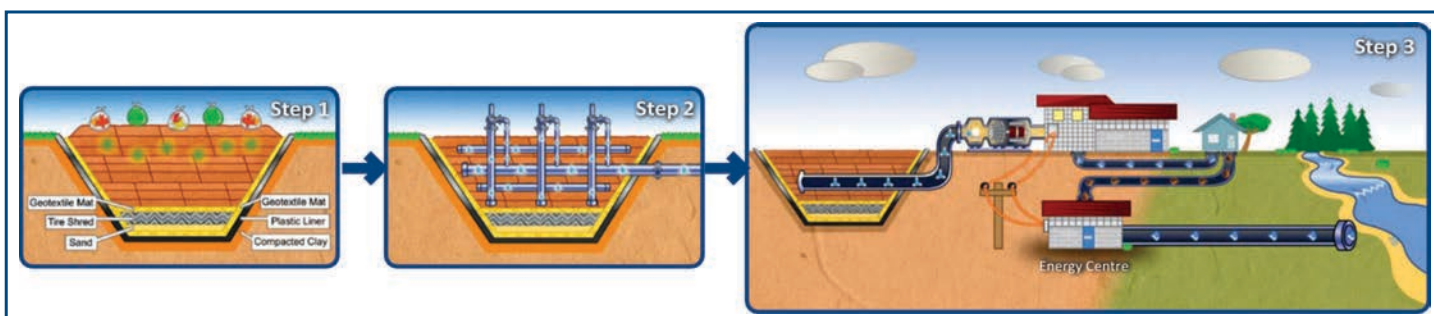
To find out your collection day, visit www.aquatera.ca/services/curbside-collection-calendar.



BIOREACTOR LANDFILL

Our Landfill isn't just an ordinary Landfill. It's called a Bioreactor Landfill. Using leading technology, we can capture naturally occurring methane gas from decomposing waste and convert it into energy to heat and power our Water and Wastewater Treatment Plants. Some key environmental benefits of this system include:

- Reduced greenhouse gas emissions and improved air quality.
- Production of 15.2M kwh annually - enough electricity to power 14,000 homes per year.
- Production 33,000 GJ annually - enough heat to heat 200 homes per year.
- Reduction of approximately 63,000 tonnes annually – equivalent to removing 13,500 vehicles from the road each year.



YARDWASTE

From April to mid-November, Grande Prairie residents can place unlimited grass clippings, leaves and sawdust in transparent bags and place them with your recycling at the curb. Small bundled branches can be placed alongside the bags as well. There is no limit to the number of yardwaste bags placed curbside, but each bag must weigh less than 20 kg.

You might see your yardwaste collected along with your Landfill waste - that's because it's all going to the same place. Yardwaste is used in our Bioreactor Landfill. When it decomposes, it creates methane gas which is converted to energy and then used to heat and power our Water and Wastewater Treatment Plants.

COMPOSTING AND ORGANICS

Aquatera doesn't have a compost program, but that doesn't mean we don't do it. This is because our Bioreactor Landfill acts as compost! This means that when you toss out food, organics and even pet waste, it goes to our Bioreactor Landfill. What makes it even better, is you don't even have to separate it!



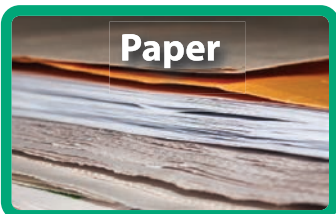
CONTAMINATES

Whether you are recycling in your blue bag or at the Eco Centre, you should be sure that all recyclables are free of contaminants including food, grease, dust and other debris.

Unfortunately, when an item is contaminated it is no longer recyclable and, if it encounters other items, those items will no longer be recyclable either. This means that they will be diverted to the Landfill.



BLUE BAG RECYCLING



Once a week, Aquatera collects residential recycling in blue bags. This includes paper, cardboard, hard plastic (#1-7) and metal. You don't even have to separate them, you just need to make sure they are clean and free of grease and food particles! Once collected, your recycling is processed in a Materials Recovery Facility (MRF) that separates items for us. We moved to single stream recycling at the curb to make it easier for everyone to recycle!

Make sure your blue bags are set out by 7 a.m. on your collection day.

To find out your collection day, visit www.aquatera.ca/services/curbside-collection-calendar.

ECO CENTRE RECYCLING

The Eco Centre is Grande Prairie's largest recycling depot for both residential and commercial customers. Not only can you recycle all the things that go in your blue bag, but way more, including Styrofoam, electronics, batteries, tires, propane tanks, household hazardous waste and fluorescent lightbulbs.

Items are required to be separated in the marked blue bins as each material type is separated and bulked in Grande Prairie and then sent to processing facilities that do not have a Materials Recovery Facility.

RISKY RECYCLING

Some items can be dangerous if they are not disposed of correctly. When not handled properly they can be harmful to our environment and people. This includes Household Hazardous Waste (HHW) and Batteries.

Household Hazardous Waste

Household Hazardous Waste is anything in your home that has a warning symbol displayed on it. When a product displaying one or more warning symbols is discarded (after considering reuse possibilities), it should be disposed of properly.

Hazardous wastes consist of solid or liquid materials, or containers holding gases, which have outlived their usefulness or have expired. These wastes require special handling and treatment in the way they are discarded. They may be flammable, corrosive, explosive or toxic. These should **only** be disposed of at the Eco Centre.

To learn if an item is hazardous, look for these symbols:



Batteries

Batteries are another hazardous item that must **only** be disposed of at the Eco Centre. Improper disposal is harmful to the environment, people and can cause fires if they are taken to the Landfill.

Our Eco Centre accepts consumer batteries weighing less than 5 kg, including alkaline batteries, cell phone batteries and vehicle batteries.

Propane Tanks

Propane tanks can be extremely dangerous to workers and the environment if they are not disposed of properly. Bring your propane tanks to the Eco Centre or the Landfill and they will be safely recycled.



Bullets and Ammunition

Improper bullet and ammunition disposal can be dangerous to workers and have a negative effect on the environment. Please dispose of your bullets and ammunition responsibly at the RCMP detachment located at 10202 99 Street, Grande Prairie.

Note: Please keep bullets and ammunition secured in your vehicle and notify front counter staff. They will arrange to collect these items from your vehicle safely.

WHERE DOES MY WASTE GO?

Still unsure of how to properly dispose of your waste? Use our 'Where Does My Waste Go?' tool and we'll tell you all your disposal options! Visit www.aquatera.ca/services/waste-wizard.

For more information on garbage, please email us at solidwaste@aquatera.ca.

LITTERING

Did you know that, under the provincial Traffic Safety Act, operators can be fined for transporting an unsecured load?

An unsecured load is any shipment of solid waste in or on a vehicle that is not covered, enclosed, tied down or otherwise secured, including waste contained in bags that could potentially spill onto roads.



THE BREAK DOWN ON GLASS RECYCLING

Glass recycling is a hot topic lately. While most glass bottles are accepted for our Bottle Donation Program and at both Recycle Plus I and Recycle Plus II Depots, we are not able to recycle all forms of glass.

While we actively seek markets and explore ways to bring glass recycling back, we unfortunately find that there isn't a market currently. We rely on the recyclables market to develop options for recycling and when there is one, we will happily collect for the purpose of recycling.

In the meantime, we encourage you to use glass jars and containers in other creative ways.

For more information on recycling, please email us at solidwaste@aquatera.ca.

HOLIDAY RECYCLING

Halloween

Following Halloween, you can leave your **pumpkins** with (or without) the seeds and the pulp at the curb. Place them next to your blue bags, or place in a transparent yardwaste bag, and we will collect them to use in our Bioreactor Landfill. You can also drop them off at the Aquatera Landfill free of charge!

Christmas

Aquatera collects natural **Christmas trees** at the curb for all customers who have an Aquatera Landfill cart in Grande Prairie. Trees must be a minimum of four feet and free of tinsel, lights and decorations. You can also drop them off at the Aquatera Landfill free of charge!



CHECK FOR LEAKS

Leak Detection

Water leaks can cause considerable and costly damage to your home if they are not detected early and handled quickly. Luckily, there are some ways to detect if you have a leak in your home before the damage is too far gone. Check out the most common causes of leaks in your home and how to detect them.

Toilets

The leading source of a leak in your home is your toilet because they use the most amount of water. Sometimes its easy to tell if a toilet is leaking because you will be able to hear it, but leaks can also be dangerously silent. There are several causes for these leaks, but the most common is due to the flapper valve not creating a tight enough seal to keep water from escaping.

Detection

Conduct routine visual checks around your toilet to see if there are any signs of a leak such as puddles, mold or mildew. You can also detect leaks using food colouring or dye tablets (dye tablets available at Aquatera for free).

Simply flush your toilet, remove the tank lid, and drop 10 drops of food colouring or one dye tablet into your tank. Let it sit for 30 minutes, without flushing. After 30 minutes, if you see coloured water in the bowl this indicates you have a leak. If the water is colourless, then you don't.

Showers and Bathtubs

Shower and bathtub leaks are very common in the bathroom and, while they sound minor, can cause extensive damage if the source isn't repaired quickly. These leaks can be caused by easily fixable issues such as re-caulking, or something more serious such as damaged pipes behind walls and tile.

Detection

You may notice visual signs of leaks quite easily such as standing water on the floor, lifting tiles or curling vinyl, peeling paint, water stains and mold or mildew.

If you don't notice these signs but want to be proactive, there are a few simple tests you can use. If you have a glass shower door, splash water around the frame. Wait a few minutes to see if water starts seeping out – this will indicate any gaps around the frame or rubber gasket. You should also inspect the caulking around your shower/bathtub.

Washing Machine

Laundry rooms have the second highest usage of water, coming in next to bathrooms, which makes them a common source of leaks in your home. Whether you have a front load washer or top load washer, leaks can occur at the front/top, back or bottom. This can be a result of the machine being off-balance, over-filled, using too much detergent, loose or blocked hoses, or damaged water pumps.

Detection

If your washing machine is leaking, you will know it! But you can prevent it from happening or address it as soon as it does happen. The most common source of leaks on washing machines are the hoses (internal and external) so be sure to check them to ensure the fittings are tightly secured and the hoses themselves aren't defective.

Water pumps drain water from the tub after the washing cycle. They will have an outlet or a drain hose, so look for signs of leaks from the hose connected to the pump. If the hose is in good condition then the leak could be originating from the pump, in which case it will need to be replaced.

Water Heaters

Water heaters most often leak when they have reached their life expectancy and the tank starts to disintegrate. A deteriorated tank leads to a slow leak or a sudden rupture.

Detection

To determine if your water heater has a leak, there are five common sources to inspect: water supply lines, water heater nipples, temperature and pressure relief valve, drain line and tank. In most cases, these issues can be easily resolved by replacing the lines, valves, nipples and caps but if the leak is originating from the tank, the water heater can't be fixed and will need to be replaced. Be proactive and conduct monthly maintenance.

Sewer/Sump Pump

Sewer/sump pumps are a homeowner's first line of defense against a basement flood. Unfortunately, they can fail, leading to leaks and costly damage to your home. The most common causes of leaks are cracked sump pumps, damaged hoses and clamps and issues with the sump pit (size).

Detection

While some leaks will be obvious, not all leaks will be apparent, so it is important to conduct routine inspections, so you don't suffer from sewer/sump pump failure. Assess your sump pump for cracks; check your hoses and hose clamps for holes and damage; examine your sump pit – if water continues to overflow from your sump pit then it is likely not big enough and, chances are, your home is experiencing more water underneath it.

Refrigerators and Dishwashers

Your fridge and dishwasher are two of the most important appliances in your home. After all, the kitchen is gathering centre in most people's homes. While you may spend most of your time near them, these leaks generally occur out of sight so you may not even be aware of them.

Detection

To detect refrigerator leaks, inspect the water supply line and tube to ensure they are not damaged, and are securely attached to their connections. Check the back of the fridge a few times a year for any signs of moisture, wall damage or leaks.

For dishwashers, you will want to examine the hose, seals and valves. Check under the dishwasher a few times a year (while it is running) for any signs of dampness or dripping water.

Humidifier

Unfortunately, leaks can be quite common in humidifiers, particularly if they have not been well maintained. Leaks typically occur due to blocked drainpipes, clogged evaporator pads, and defective solenoid valves.

Detection

Check your drainpipes to see if there is a blockage or a kink. Not only could there be an air lock, but if the line is twisted, it won't drain properly. Inspect your evaporator pads for the formation of hard water scales. This can prevent the pad from absorbing water, and it must go somewhere. Examine your solenoid valve to ensure it is not damaged and it is properly adjusted.

Faucets

Some faucet leaks are obvious and an easy fix, but that's not always the case. The most common locations for faucet leaks are the spout, the base of the faucet and underneath the sink.

Detection

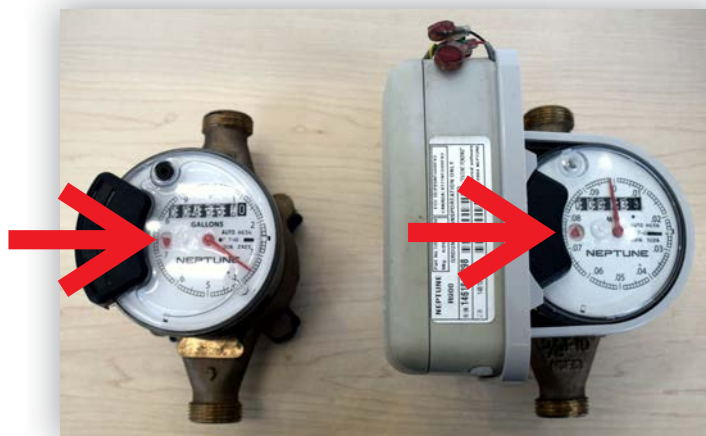
Leaks from the spout are usually visible if they've been there for a while, but you may not notice them in the early stages. If you suspect a leak, place a cup or bowl underneath the spout and check after a few minutes to see if there is water in it.

Leaks around the base of the faucet are less obvious because water is constantly splashing around the base. To check for a leak here, start by cleaning up all the standing water so you have a dry surface. Turn on the handles and check for water seeping out around the base.

Leaks under the sink often go unnoticed yet are one of the most damaging. Detect a leak by removing everything from underneath the sink, then run some water to see if it is leaking. If it is, check the water supply connections and sink drain connections to see if they are loose.

HOW TO CHECK METERS FOR WATER USAGE

OLD METERS



If orange triangle is spinning, water is flowing

NEW METERS



Use a flashlight to view water usage

4 P's

It might seem harmless to flush things down the toilet such as fish, wet wipes, hair or grease. But these items can be very damaging to our sewer systems. When they are flushed, these items don't break down, they get trapped and they clog our pipes, leading to costly and disruptive repairs. They are also harmful to our waterways and hurt our environment and aquatic life.

Remember, only the 4 P's can be flushed down the toilet: Pee, Poo, Paper (toilet) and Puke! To learn more about the 4 P's visit www.aquatera.ca/blog. For more information on water, please email us at myaccount@aquatera.ca.

ONLY 4 P'S GO IN THE TOILET



It's a toilet, not a trash can!



Store your fats, oil and grease in an *empty can*. Let it harden and throw can in garbage.

Why should I not put fats, oils and grease down the drain?

It will plug your drain which results in damage and expense to you and your neighbours.

Is it ok to pour fats, oils and grease down the drain as long as I...

1. Use the garbage disposal?

No, garbage disposals only grinds things before they pass into your sewer pipes.

2. Run hot water with soap down the drain after?

No, hot water with soap only gives the illusion it dissolves the fats, oils and grease, but eventually it cools and will clog your drain.

3. Pour liquid oil at room temperature down the drain?

No, liquid cooking oils float on top of wastewater and will stick to the pipes and will eventually build up.



For more information visit www.aquatera.ca

Spring Run-Off

During the spring months, as the snow begins to melt, it's not uncommon for tap water to take on an earthy smell and flavour. The organic odour is NOT a cause for alarm and our water is still perfectly safe to drink.

The water takes on an earthy taste due to warmer spring temperatures initiating the spring melt in the mountains, flushing a large amount of natural water into our watershed. This shows how close Aquatera's water is to natural glacier Rocky Mountain water. The earthy taste, which may also be accompanied by a more chlorinated smell, is an annual occurrence and one we expect. We assure you that this is only temporary, and you can continue to drink the water. To help with disinfection of the water, more chlorine is used to ensure the water is safe for consumption. Both the chlorine and organic levels remain well within Canadian Drinking Water Guidelines and provincially-regulated levels.

Tips to reduce the earthy or chlorinated smells in tap water:

- Run your tap a little longer before getting a glass or pitcher of water.
- Pour water from your tap into a water pitcher and let it sit on the counter or in the fridge.
- Try adding lemon, fruit or ginger in your water pitcher as a simple solution to eliminate any smells or taste.

Watermain Flushing

Watermain flushing keeps water lines clear of corrosion, sediment and stagnant water, to provide the highest quality water to our customers.

Flushing takes place in your area at least every three years. Each area takes one to three weeks to complete and during this time you can expect water to be discoloured. To clear the discolouration, simply run your tap until discolouration is removed.

For more information visit www.aquatera.ca

YOUR RESPONSIBILITIES

Hydrants

Maintenance and testing of **red fire hydrants** on private property is the responsibility of the property owner. Home and business owners are also responsible for clearing snow and ice from hydrants on or near private property.

Water Lines

Protecting water lines is the responsibility of the home owner. If a water line runs close to the exterior walls in the home, leave a tap on to prevent lines from damage. For mobile homes and trailers ensure water lines are insulated and have heat tape to keep the water lines from freezing.

SMART IRRIGATION TIPS

Water and wastewater charges reflect the amount of water you consume. If you compare this to another essential household expense, like groceries, you'll notice your grocery bill displays the cost of each item you purchased, GST, and any deposit fees that apply. That's it. What you don't see detailed on your grocery bill is what goes into calculating each item's shelf price: the cost of production, packaging, labels, distribution, wages and more.

Water and wastewater charges are like your groceries - you pay for what you need. Each month, we calculate the cost by multiplying the amount of water consumed (cubic metre) by the current water and wastewater rates. We can't differentiate between water that is coming out of your kitchen tap, water that is being flushed, or water that is being used to tend to your outdoor space, therefore all water is treated.

To uphold our Core Purpose of Helping Grow Healthy Communities, we want to encourage our customers to conserve water. So, we have come up with some smart irrigation tips and tricks to help you conserve water and save money during the summer months.

Pencil it in

Create a schedule to meet the specific needs of your landscape. Remember, the needs of plants vary, and this can also depend on other conditions such as time and weather.

Get in the Zone

Divide your yard into zones so each zone can be watered separately, preventing over-watering on areas that do not require it, such as trees and shrubs.

Drop in the Bucket

Use recycled/reclaimed water for small gardens and plants. Collect rainwater in a bucket or water from your sink or shower tap while you're waiting for the temperature to adjust. This way the water will not go down the drain, but actually be very useful.

Watch the Clock

Ensure you are watering in the morning to avoid water loss due to evaporation. The best time to water is between 4 a.m. – 10 a.m. when the sun is still low, and the temperatures are still cool. Watering mid-day can result in a loss of 30 percent of water to evaporation.

Inspect Your Gadgets

Inspect your system on a regular basis. Checking for leaks and damaged or clogged heads helps you conserve water and save!

Get Low

Consider installing a low volume drip, spray jets/misters or micro-sprinklers to slowly irrigate and reduce overwatering, runoff and evaporation.

Just What I Needed

Water only when needed. Over-watering can result in shallow roots, weed growth, fungus and disease.

That's a Wrap

Using plumbers' tape to seal the faucet connection to the hose and the hose to the sprinkler will minimize the chances of a leak.

Local Water Source

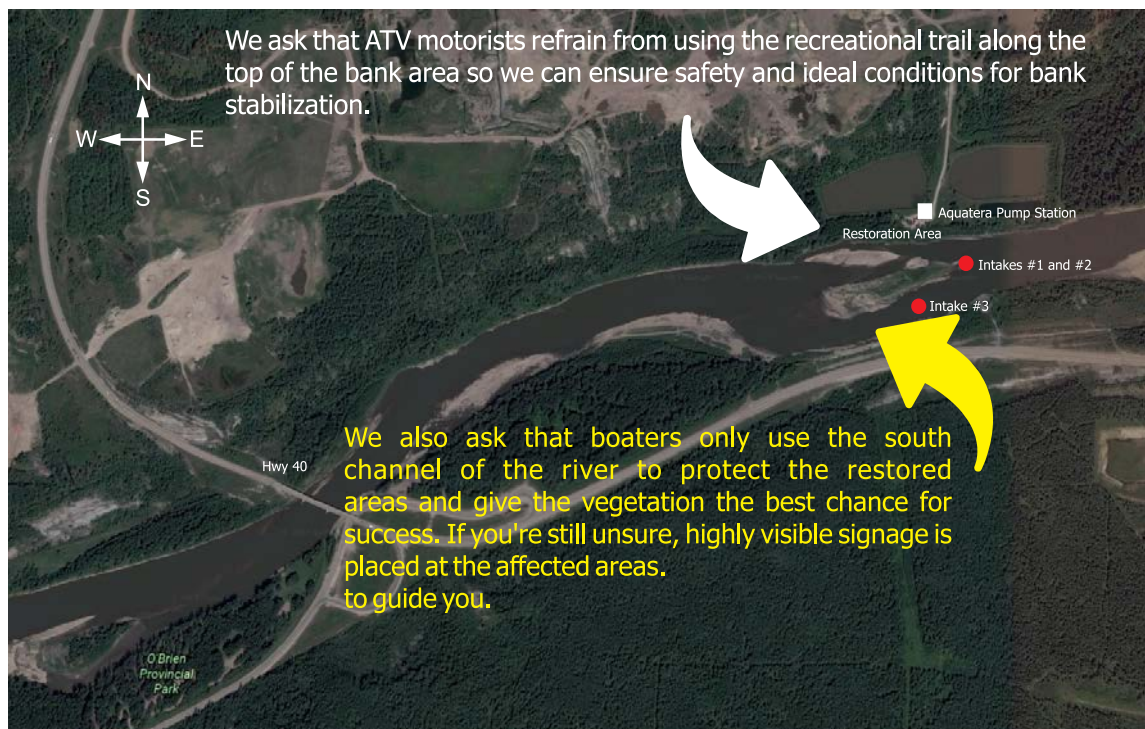
The water that Aquatera treats originates from the pristine Wapiti Lake in British Columbia. Your water travels 143 km to the Wapiti River, where we pump it to the treatment plant for processing.

WATER SAFETY

New water intakes are required due to changes in the river course for improved reliability and for increased capacity to accommodate regional growth. When out on the water, please take care and watch out for potential obstructions. Check out this map to see where our river intakes are located so you can stay safe!

PROTECTING OUR RIVER BANK

To protect this water infrastructure, three soil bioengineering techniques were implemented to prevent further erosion and stabilize the river banks. This technique has allowed us to create ideal conditions to promote re-vegetation and reduce ponding and run-off into our river bank.



Tap It!


SAFE | CLEAN | LOCAL

\$ On average, bottled water costs **2500x more** than tap water
 The cost of tap water is \$0.001 per litre where bottled water costs \$2.78 per litre



The average Canadian purchases **43 BOTTLES** of water per year.
 Meaning over 2.3 million bottles of water are consumed in Grande Prairie each year.



 On average, **88%** of plastic bottles end in a landfill.
 Over 2 million water bottles will end up in Grande Prairie's landfill each year.
 With a 500ml bottle weighing 20.3g that means over 40,000kg.

40% of all bottled water is taken from municipal water sources.
 2 of the 3 most popular brands in North America come from tap water.



TAP WATER →

VS

← **BOTTLED**



✓	Tested for e.coli	✗
✓	Required to provide source	✗
✓	Required to produce quality reports	✗
✗	Can still be distributed when tap water standards are not met	✓

Rethink How
You Drink!



PAYMENT INFORMATION

Billing

We have a variety of payment options at Aquatera including in-person, by mail, online, pre-authorized payments and through your financial institution.

In-person

You can pay your Aquatera utility bill at our Head Office, located at 11101 104 Avenue. Our office is open Monday to Friday, from 8:30 a.m. to 4:30 p.m.

By Mail

We can accept payments traditionally, though the mail. Our mailing address is:
Aquatera Utilities Inc.
11101 104 Avenue
Grande Prairie, Alberta
T8V 8H6

To ensure your payment is processed correctly, you must include the top portion of your bill with your payment or reference your Aquatera account number.

If your payment is made on or close to your due date, we do ask that you contact us to avoid collection fees or a disruption in your water service.

Online

Aquatera also offers an online payment option. To register for an online profile please visit www.iwebms.net/aquatera.

You can create an account using the last seven digits of your account number (found on your utility bill) and your postal code (no spaces).

An online account allows you to see your account details and balance, make one-time payments and set up automatic withdrawals from your credit or debit account. For more details on all your payment options, please visit www.aquatera.ca/your-bill/payment-information.

Pre-Authorized Payments

Aquatera offers the convenient and environmentally responsible option of pre-authorized payments. Once enrolled in the pre-authorized payment plan, the amount due on your Aquatera utility bill will be withdrawn from your account on your due date. To register for pre-authorized payments, visit www.aquatera.ca/your-bill/pay-your-bill/preauthorized-payments.

Financial Institution

You can pay your Aquatera utility bill at most financial institutions in Canada. Payments through telephone and internet banking are usually received within 48 hours.

To set up your account with your financial institution please use one of the following Bank Payee Names: Aquatera Utilities Inc. – Water or Aquatera Utilities Inc. – Utility Bill.

You can also pay in-person at your financial institution but please note that these payments can take up to 10 days to process.

If your payment is made on or close to your due date, we do ask that you contact us to avoid collection fees or a disruption in your water service.

LOOKING FOR MORE?

WHAT'S ON TAP

Want to stay in the loop of everything going on at Aquatera? Subscribe to our quarterly newsletter for the latest news, updates, contests and special offers! Visit www.aquatera.ca and subscribe!



SUBSCRIBE TO OUR
ENEWSLETTER
aquatera.ca

WIN YOUR WATER

Would you like to win your water for the month? It's easy, just tell us what you think! Take this month's survey and you may be selected to Win Your Water, up to a maximum of \$150!

The lucky winner will be randomly selected at the end of the month! All you have to do to be eligible to win is:

- Be an active Aquatera customer.
- Fill out our Customer Satisfaction Survey.
- Submit your survey by the last day of the month.

We will be randomly selecting one lucky winner for each month and the draw will take place on the last business day of each month!

For more information on billing, please email us at myaccount@aquatera.ca.



COMMUNITY CORNER

Aquatera takes great pride in Helping Grow Healthy Communities. The Bottle Donation Program and Litter Pickup Program are great ways to help our environment and support local initiatives.

BOTTLE DONATION PROGRAM

Every month, a non-profit organization within our service region is selected as the recipient of this program and receives a donation totaling the amount in the donation bin. To date we have raised more than \$800,000 that has been donated back to our community!

We have partnered with Recycle Plus to accept bottles and cans specifically for the purpose of giving back to our community. Items can be donated at the Eco Centre, the Aquatera Landfill, or at either of the Recycle Plus and Recycle Plus II Bottle Depots.

To learn more about this program, eligibility requirements and to apply, please visit www.aquatera.ca/community/bottledonationprogram.

Deadline to apply is March 15.



LITTER PICKUP PROGRAM

It's important to us to keep our community clean and litter-free! The Litter Pickup Program is intended to do just that, while providing a sponsorship opportunity to local groups and organizations. This program is dedicated to supporting youth and providing youth programming in our community.

Every year, we sponsor \$2,500.00 to a local group in exchange for doing on-site litter pickup at our Landfill, and an additional \$2,500.00 to a second local group in exchange for doing litter pickup along Highway 40, the Correction Line and Resources Road.

To learn more about this program, eligibility requirements and to apply, please visit www.aquatera.ca/community/litterpickupprogram.

Deadline to apply is March 31.



www.aquatera.ca



One stop for everything you need to know

LIVE CHAT

Aquatera is here to help! Visit www.aquatera.ca to chat with us online, Monday to Friday from 8:30 a.m. to 4:30 p.m.



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AQUATERA[®]

WATER EARTH INNOVATION

aquatera.ca.

myaccount@aquatera.ca

780.538.0340