

# Your Bill is Changing



**New water rates are coming in March 2013.**  
Learn how they will affect you.

## Implementation Update

**Presentation to Civic Works Committee  
April 8, 2013**

**John Braam, P.Eng.  
Roland Welker, P.Eng.**



# Implementation Activities

- London Hydro billing system changes
- Staff Training (100+)
- By-laws re-written
- Communications/ Education



# Home Show January 25-27



# 23 Bus Shelters & 10 Buses



# Billboards at 4 locations

  
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New water rates are coming in March 2013.  
Learn how they will affect you.

[london.ca/julian](http://london.ca/julian)

2260A  
**PATTISON**

# 您的帐单 将有变化



2013年3月，新的水费收费标准将出台，届时伦敦居民将看到此收费标准是公平的，可持续的和可负担得起的。每一个客户将支付一笔使用该系统的固定费用和基于用水量的浮动费用。

用水多的客户将多付费用。

为什么变更水费的收费标准？由于供水是不以营利为目的的公共资产，我们要确保现今的供水和污水处理系统是可行的并能延续至下代，这是至关重要的。

此次变化将对我有何影响？此次改变将对每一个住宅，机构，商业和工业客户都有着不同的影响。某些客户的支出会有增加。对于大多数住宅的业主，他们的总体水费和污水处理费差异不大，甚至比以前下降。

请上网[www.london.ca/julian](http://www.london.ca/julian)了解更多有关伦敦的供水和污水处理费的变化，了解这些变化对您的家庭有何影响，以及了解怎样节约用水以便减少水费支出。

投资我们的水系统是十分必要的

2011年5月，朱利安出生在伦敦。当他和他的朋友们以及他们的孩子都长大了后，他们需要知道，他们喝的水是安全的，干净的，丰富的，就像现在他们的父母所用的一样。



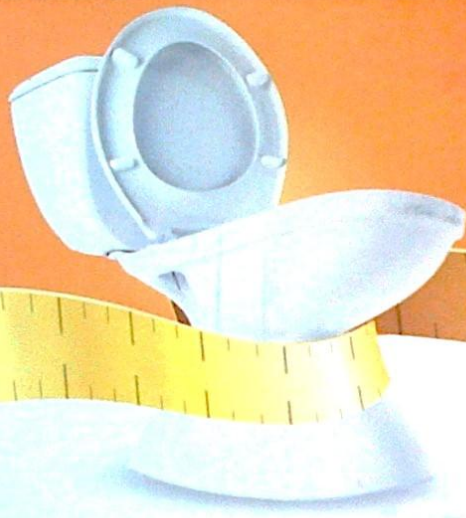
[london.ca/julian](http://london.ca/julian)



London  
CANADA

110,000  
letters





# A Simple Test to Slim Your Water Bill

Save water. Save money.

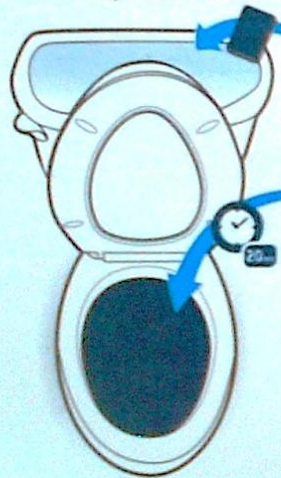
[london.ca/theclearchoice](http://london.ca/theclearchoice)



# leak test strips

Each year a leaky toilet can waste more than 200,000 litres of water – enough to fill a large swimming pool.

This simple test could help you save water and save money.



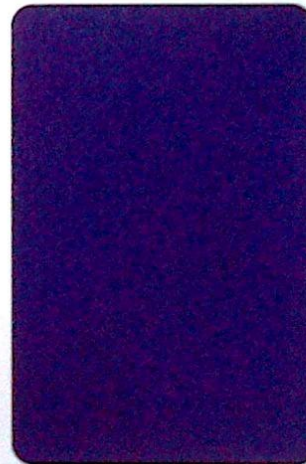
## PEEL AND TOSS

We've enclosed two non-toxic dye test strips (to test two toilets). Flush the toilet. As it's refilling, peel one strip and place it into the toilet tank.

## WAIT AND CHECK

Wait 20 to 30 minutes and check the water in your toilet bowl. If it is blue, you have a leak. Often the fix is very simple.

To learn how, visit:  
[london.ca/waterconservationhouse](http://london.ca/waterconservationhouse)







Home > Residents > Water > Water Conservation > Conservation House

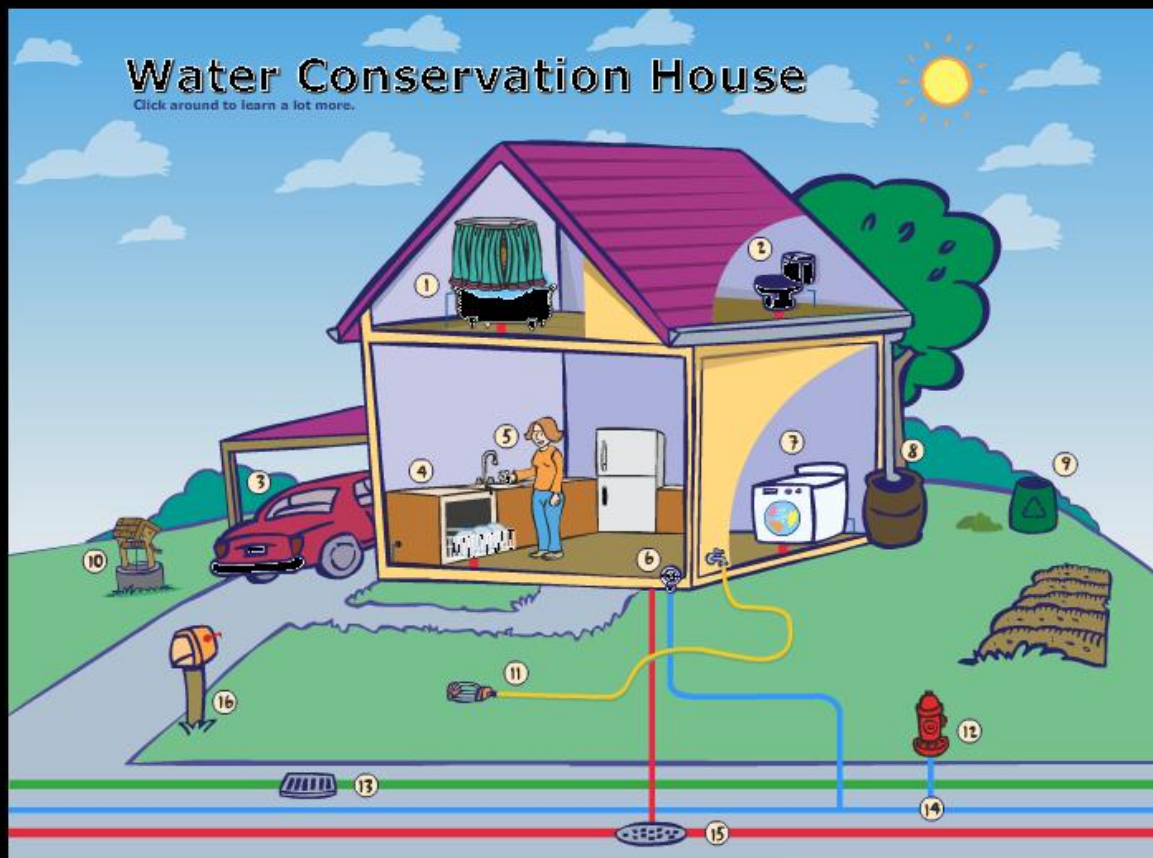


search



Water Conservation House

- ▶ 1. Bath & Shower
- ▶ 2. Toilet
- ▶ 3. Outdoor Washing
- ▶ 4. Dishwasher
- ▶ 5. Drinking Water
- ▶ 6. Water Meter
- ▶ 7. Washing Machine
- ▶ 8. Rain Barrel
- ▶ 9. Composter
- ▶ 10. Well
- ▶ 11. Outdoor Watering
- ▶ 12. Fire Hydrant
- ▶ 13. Stormwater System
- ▶ 14. Drinking Water System
- ▶ 15. Wastewater System
- ▶ 16. Contact Us



# Other communication channels

- London Knights games – Rogers 15 second info-mercial
- March/April Enviroworks included with London Hydro bills
- Media interviews
- One-on-one customer meetings
- Social media via Corporate Communications

# Comments and complaints

- City received ~250 e-mails and phone calls – 0.23% of our customers
- About 45 topics were identified
- About 38 viewed as positive responses
  - Found leaks, educational, interested in more information

## Comments and complaints (cont'd)

- Highest frequency included:
  - 31 - Customer assistance program
  - 22 - Think they have a leak
  - 21 - Fire protection charge
  - 15 - Already paying too much
  - 14 - Property size & meter size?
  - 11 - Not enough detail on bill

# London Hydro Call Centre

- LH classifies calls by topic
- Of the 472 “water only” calls:
  - 124 related to new rates & bill format (0.11% of our customers) - majority related to the two-line bill format
  - 226 related to potential & confirmed leaks

|                                |            |                     |       |                               |
|--------------------------------|------------|---------------------|-------|-------------------------------|
| Rate Class:                    | INDUSTRIAL | Units:              | 1     | Total Usage Charges:          |
| Consumption (m <sup>3</sup> ): | 7000       | Land and Meter Size |       | \$ 11,893.86                  |
| Date From:                     |            | Hectares:           | 10    | Total Infrastructure Charges: |
| Date To:                       |            | Meter Size:         | 150mm | \$ 1,969.46                   |
| Days in Period:                | 31         |                     |       | Total Charges:                |
| Pro-Ration Value:              | 1.00       |                     |       | \$ 13,863.32                  |

# London Hydro Bill Calculator

| Water Rates and Tiers |                                 |                               |                              |           |
|-----------------------|---------------------------------|-------------------------------|------------------------------|-----------|
| Cost (\$)             | Prorated Tier (m <sup>3</sup> ) | Consumption (m <sup>3</sup> ) | Tier Range (m <sup>3</sup> ) | Rate (\$) |
| \$ -                  | 7.0000                          | 7.0000                        | 0 - 7                        | \$ -      |
| \$ 13.84              | 8.0000                          | 8.0000                        | 8 - 15                       | \$ 1.7304 |
| \$ 22.25              | 10.0000                         | 10.0000                       | 16 - 25                      | \$ 2.2248 |
| \$ 24.72              | 10.0000                         | 10.0000                       | 26 - 35                      | \$ 2.4720 |
| \$ 201.97             | 215.0000                        | 215.0000                      | 36 - 250                     | \$ 0.9394 |
| \$ 6,006.83           | 6750.0000                       | 6750.0000                     | 251 - 7000                   | \$ 0.8899 |
| \$ -                  | 43000.0000                      | 0.0000                        | 7001 - 50000                 | \$ 0.8109 |
| \$ -                  | 50000.0000                      | 0.0000                        | Over 50000                   | \$ 0.7219 |
| <b>\$ 6,269.61</b>    |                                 |                               |                              |           |

| Wastewater Rates and Tiers |                                 |                               |                              |           |
|----------------------------|---------------------------------|-------------------------------|------------------------------|-----------|
| Cost (\$)                  | Prorated Tier (m <sup>3</sup> ) | Consumption (m <sup>3</sup> ) | Tier Range (m <sup>3</sup> ) | Rate      |
| \$ -                       | 7.0000                          | 7.0000                        | 0 - 7                        | \$ -      |
| \$ 12.42                   | 8.0000                          | 8.0000                        | 8 - 15                       | \$ 1.5522 |
| \$ 19.96                   | 10.0000                         | 10.0000                       | 16 - 25                      | \$ 1.9958 |
| \$ 22.18                   | 10.0000                         | 10.0000                       | 26 - 35                      | \$ 2.2176 |
| \$ 181.16                  | 215.0000                        | 215.0000                      | 36 - 250                     | \$ 0.8426 |
| \$ 5,388.53                | 6750.0000                       | 6750.0000                     | 251 - 7000                   | \$ 0.7983 |
| \$ -                       | 43000.0000                      | 0.0000                        | 7001 - 50000                 | \$ 0.7274 |
| \$ -                       | 50000.0000                      | 0.0000                        | Over 50000                   | \$ 0.6476 |
| <b>\$ 5,624.25</b>         |                                 |                               |                              |           |

| Infrastructure Charges or Monthly Charges |                    |                           |          |  |
|---|--------------------|---------------------------|----------|--|
| Water Connection Charge:                  | \$ 850.46          | Fire Protection Charge:   | \$ 41.67 |  |
| Wastewater Connection Charge:             | \$ 726.33          | Customer Assistance Fund: | \$ -     |  |
| Storm Drainage Charge:                    | \$ 351.00          |                           |          |  |
|   | <b>\$ 1,969.46</b> |                           |          |  |





Click here for My Account

Submit Meter Reading

Tools for Property Managers

? Help!



Powering London. Empowering You.

Welcome to London Hydro

About London Hydro

Accessibility

Career Opportunities

Conditions of Service

Downloadable Documents and Forms

Energy Conservation

Energy Retailers - The Choice is Yours

Global Adjustment (formerly Provincial Benefit)

Important Notice Regarding Service Upgrades

Interval Data Centre

NEW CUSTOMER

## Welcome to London Hydro

For over a century, London Hydro has enjoyed a history charged with challenges and opportunities. With a mandate to provide safe, affordable electricity to the general public, we began to power homes and businesses in November of 1910, and we have continued to improve the way people live and work ever since.



Even in the early days, our forward-thinking approach brought new technology to London homes first. Our retail division was an instant success, supplying the public with the latest electric appliances to help save time and money.



# By-law changes - PPM

- Repeal 5 water and sewer by-laws
- Propose 2 by-laws
  - Water By-law and
  - Wastewater and Stormwater By-law
- Rates & Charges are now “schedules” to the main by-laws
- New definitions and clarifications
- Consistency and modernization



# Vacant parcels – no storm charge

- Currently, if a property does not have a water or wastewater account, they pay nothing for storm drainage
- This customer inequity resulted when the storm drainage charge was moved from the tax base to stormwater utility base
- New by-law proposes to re-instate the charge January 2015, following consultation with stakeholders.

# Questions



## Your Bill is Changing



# KNOW YOUR NUMBER.

**SAVE WATER. SAVE MONEY.**



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