



Water & Wastewater Information

- **Water Conservation Tips**
- **Payment Options**
- **How to Read Your Meter**
- **Contact Information**

410 - 9th Street
Brandon, MB
R7A 6A2

www.brandon.ca

→ Did You know? ←



Leaky toilets are a common cause of abnormally high water consumption.



Check yours by adding drops of food colouring to the tank, wait 15 minutes, if you see colour in the bowl, the toilet is leaking.

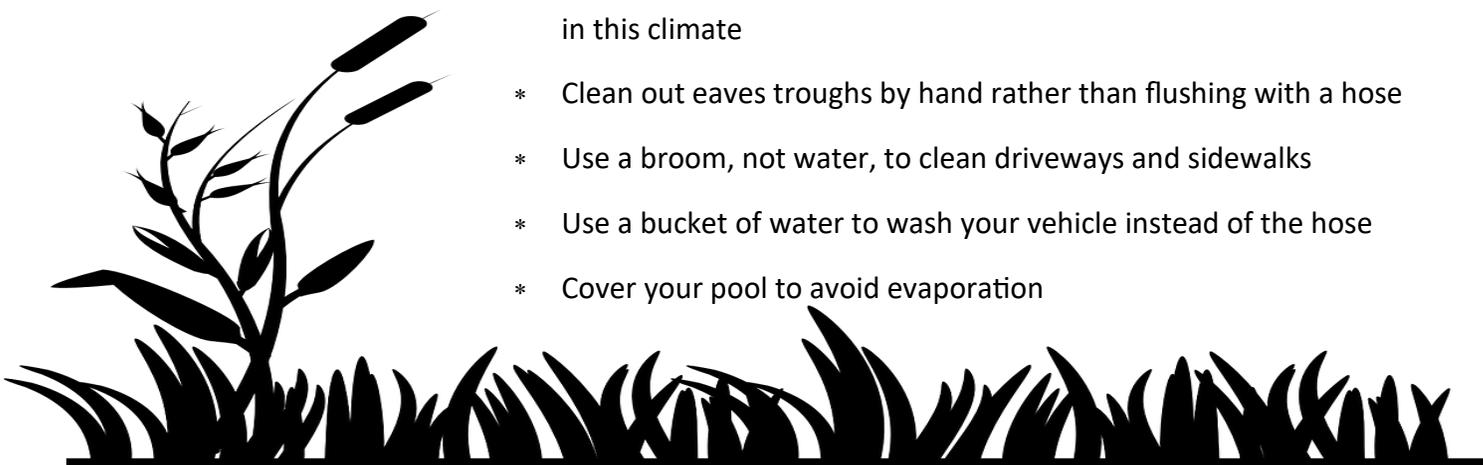


Water Conservation Tips Inside the Home

- ⇒ Check the toilet for leaks using the method above
- ⇒ Install low flush toilets or consider placing full plastic bottles of water in the tank, away from the working mechanism
- ⇒ Avoid using the toilet for items that can simply go in the trash
- ⇒ Replace your shower head with a water-efficient model and/or take shorter showers
- ⇒ Fill the sink with hot water when shaving instead of letting the water run continuously
- ⇒ Replace any leaking faucets in the house
- ⇒ Install aerators in faucets
- ⇒ Keep drinking water in a container in the fridge instead of running the water until it is cool
- ⇒ Wash full loads of clothes and dishes or change the setting on the washer for a partial load
- ⇒ Choose to replace older appliances such as clothes washers and dishwashers with ones labelled Energy Star®

Yard and Garden Water Conservation Tips

- * Do not overwater your lawn. Most lawns only need about 2.5 cm (1 inch) of water per week
- * Do not cut your lawn too short, a 3-4 inch cut will allow it to develop a deeper root system and shades the soil
- * Aerate your lawn to loosen compacted soil, this will allow air and water to reach the roots
- * Consider adding a soil amendment to your lawn to hold moisture
- * The best time to water your lawn and garden is in the early morning
- * Adjust your sprinkler so that you are not watering the street, sidewalk or driveway
- * Spreading a layer of mulch around plants retains moisture and reduces the need to water
- * Rain barrels collect runoff from your downspouts that you can use to water the garden
- * Consider xeriscaping; landscaping or gardening that reduces or eliminates the need for irrigation. There are many drought-tolerant plants and ground covers that will grow in this climate
- * Clean out eaves troughs by hand rather than flushing with a hose
- * Use a broom, not water, to clean driveways and sidewalks
- * Use a bucket of water to wash your vehicle instead of the hose
- * Cover your pool to avoid evaporation

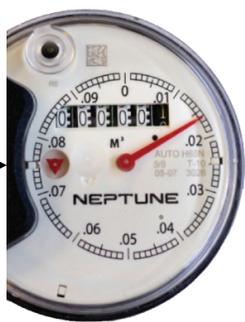


Conserving water preserves and protects our water supply in the event of water shortage or drought, positively impacts the environment, and

SAVES YOU MONEY.

Know How to Read Your Water Meter

Below are examples of the most commonly installed residential meters. The meter is read by radio frequency and those readings are used to calculate your water bill.



Odometer Style

The white digits indicate whole cubic metres (m³).
The red arm moves clockwise and the red triangle spins as water passes through the meter.

LCD Style

Shine a flashlight on the top panel to activate the digital screen.

Digits before the decimal place indicate whole cubic metres.



Check for a Leak!

Water consumption on your bill includes any water passing through the water meter. Fixing a leak will save money!

Turn off all water fixtures in the house, including fridge water line and humidifiers. Check either the red triangle on the odometer style meter or the last digit on the LCD style meter.

YOU MAY HAVE A LEAK IF:

the red triangle is moving OR the last digit changes

The average Canadian family of four consumes 27 cubic metres of water per month!

Payment Options

In addition to paying a water bill in-person at City Hall, the following payment options are available.

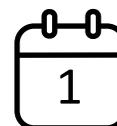
✓ Online Banking:

- Add a payee (Search for "Brandon" and choose water or utilities)
- Find your account number on your bill, directly below the account holder name. Must be at least 7 digits with no decimal place.
(Example: 1234.11 = 0123411)



✓ Pre-Authorized Payment Plan:

Choose between two options, **Monthly** or **Quarterly**
Payments are withdrawn from your bank account on the first of the month after you receive your invoice.



- **Monthly:** invoices are emailed, save approximately 20% off administration fees
- **Quarterly:** emailed or post-mailed invoices

20% OFF

Apply online:

onlineservices.brandon.ca/updateinfo.aspx

✓ Online by Credit Card:

- Sign-up for Virtual City Hall to pay online with a credit card, subject to a 2.25% credit card convenience fee in addition to the payment amount.



Sign-up online: brandon.ca/vch-application

✓ At your Financial Institution:

With your account number, your financial institution can transfer the funds to the City of Brandon on your behalf.



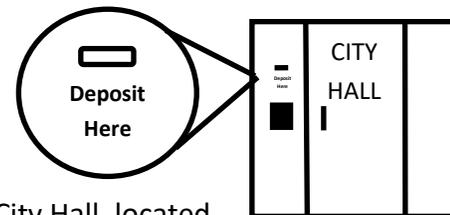
✓ Telephone Banking

Telephone banking is a service provided by a bank or other financial institution that enables customers to perform a range of financial transactions, including bill payments, over the telephone.

*** See the Online Banking section for account information

✓ Drop Box:

- Place your cheque and invoice stub in an envelope into the "Deposit Here" slot at City Hall, located at the south east door on 9th st.



✓ Postmail:

- Mail your cheque and invoice stub or account number to:

**City of Brandon
Finance Department
410 9th Street
Brandon, MB R7A 6A2**

**Please include your payment stub from the invoice or payment instructions.

The Water Treatment Plant produces an average of 27,500,000 litres of water per day!

Important Contact Information

Underground Utilities:	204-729-2285	Water Billing:	water@brandon.ca	204-729-2262
<ul style="list-style-type: none">• Frozen pipes• No water• Water meter issues• Loss of water pressure• Report a water main break	<ul style="list-style-type: none">• Sewer back-up• Plugged catch basin• Fire hydrant issues	<ul style="list-style-type: none">• Water billing• Mailing address changes	<ul style="list-style-type: none">• Move in / out• Bank information changes	
Water Treatment Plant:		<p>Many changes and updates to your account can be submitted online through our website. onlineservices.brandon.ca/updateinfo.aspx</p> <ul style="list-style-type: none">• Update mailing address• Notify of a move in/out• Update banking information• Apply for/cancel a payment plan		
204-729-2274				
<ul style="list-style-type: none">• Water quality issues				