

# Water & Wastewater Information

- Payment Options
- Water Usage Information
- Contact Information



## Reading Your Water Bill

Your bill is calculated using electronic meter readings for consumption.

On your bill:

**Billing Period:** date range for water usage charges

**Days Billed:** number of days in the billing period

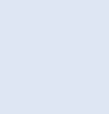
**Previous Billing:** "current reading" from your last bill

**Current Reading:** meter reading at the end of the billing period

**Consumption:** actual amount of water, in cubic metres, that passed through your water meter

Check out the website for more details!  
[www.brandon.ca/water-bill](http://www.brandon.ca/water-bill)

Many changes and updates to your account can be submitted online through our website. Look for this icon on the main page.



[www.brandon.ca](http://www.brandon.ca)

- Update mailing address
- Notify of a move in/out
- Update banking information
- Apply for/cancel a payment plan

<https://onlineservices.brandon.ca/updateinfo.aspx>

## Payment Options

### 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Choose between two options, **Monthly** or **Quarterly** Payments are withdrawn from your bank account on the first of the month after you receive your invoice.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 at: <https://www.onlineservices.brandon.ca/updateinfo.aspx>

### 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

### Drop Box:

- Place your cheque and invoice stub in an envelope
- Insert into the slot labelled "MAIL" at the door closest to 9th Street on the south-east side of City Hall

### Postmail:

- Mail your cheque and invoice stub or account number to the address, attention Finance Department, to the address on the back of this brochure.

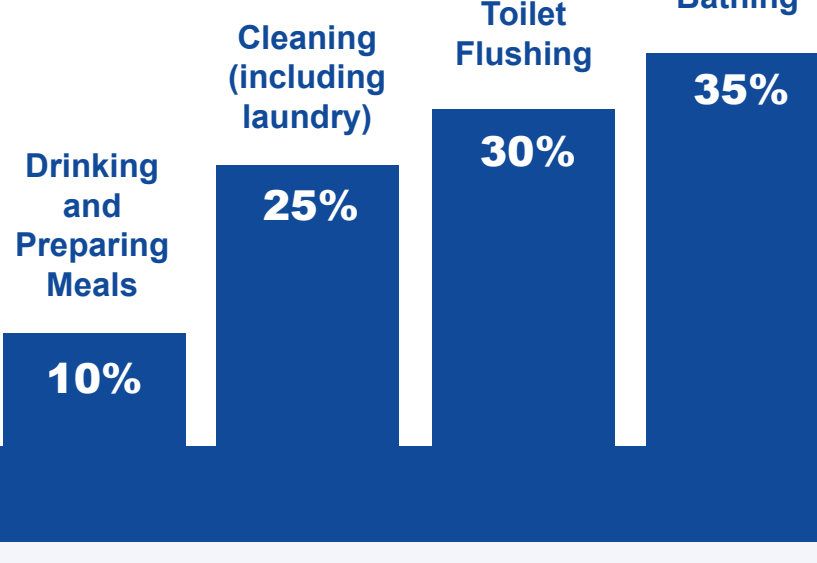
### Telephone Banking:

- A service provided by a bank or other financial institution. Use the account number from your invoice.

### In Person, at your Financial Institution:

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

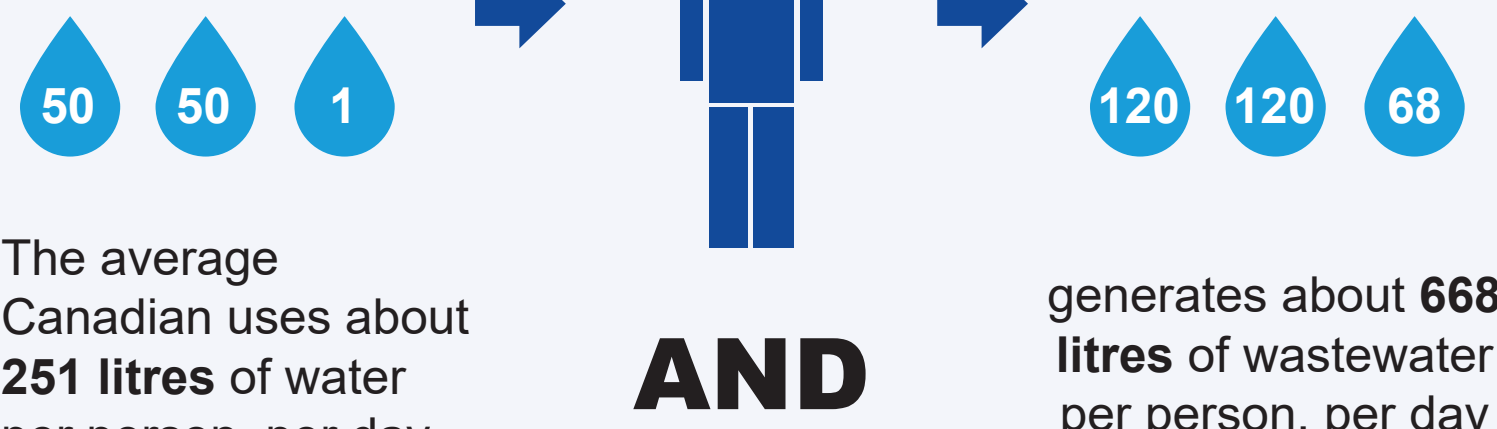
## Typical Household Water Usage



### What can increase water use?

- Kids home from school
- Working from home
- Watering the garden/lawn
- Washing your car
- Filling pools or hot tubs
- Sprinkler systems

## WE RELY ON WATER



The average Canadian uses about **251 litres** of water per person, per day

generates about **668 litres** of wastewater per person, per day

## Did you know?

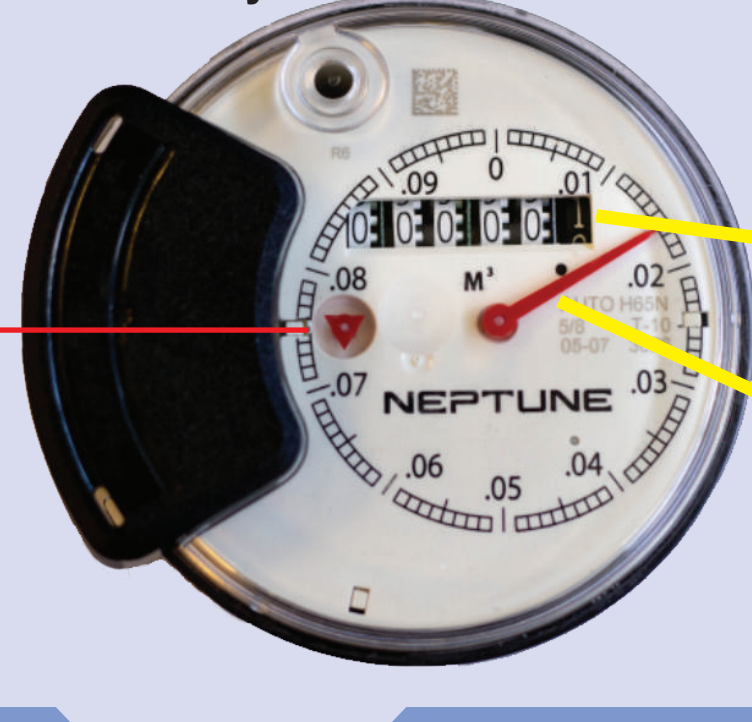
The average Canadian family of four consumes 30 cubic metres of water per month.

## Reading your Water Meter

**Know how to read your water meter to monitor your own water consumption.**

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.

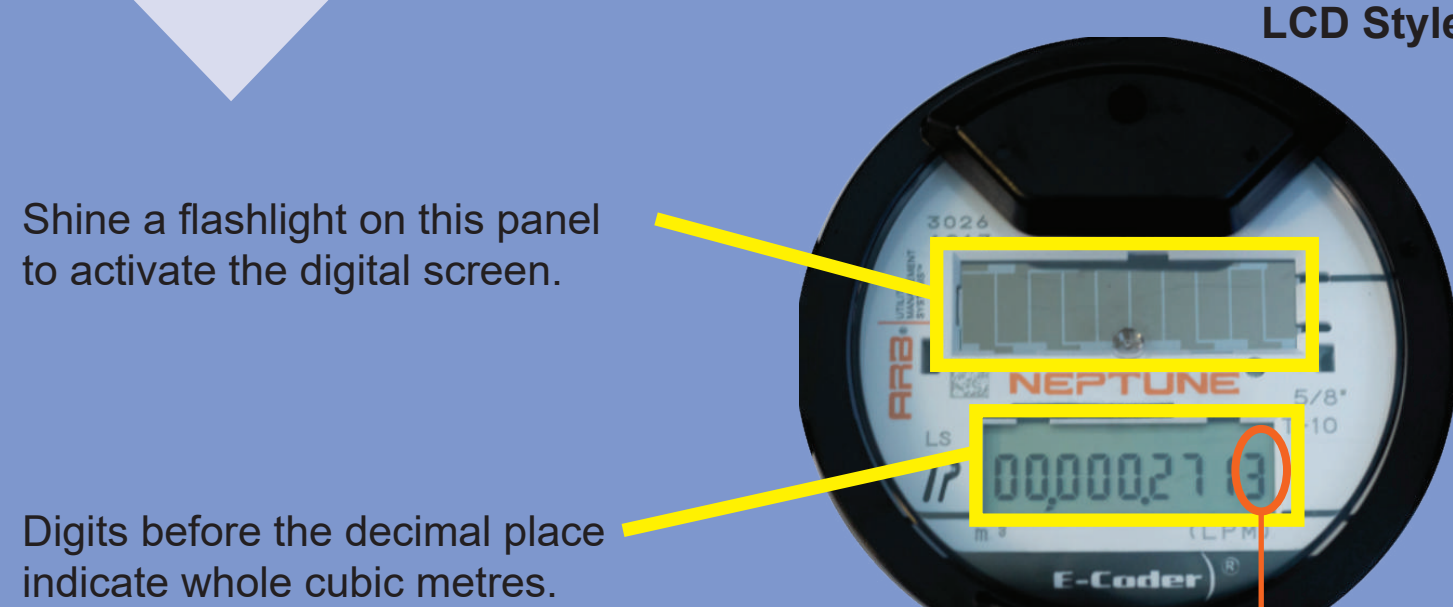
### Odometer Style



The white digits indicate whole cubic metres (m<sup>3</sup>).

The red arm moves clockwise and the red triangle spins as the water passes through the meter.

### LCD Style



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

Digits before the decimal place indicate whole cubic metres.

## Check for a Leak!

Turn off all water 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. If the **red triangle** is moving or the **last digit changes**, you may have a leak!

## 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.



## Leak Prevention / Water Conservation Tips

- If leaving your home unattended for long periods of time, turn off your water valve
- Check gaskets and update old plumbing fixtures
- Install low-flow toilets and shower heads
- Regularly maintain sprinkler systems
- Use a rain barrel to collect water for your garden
- Insulate pipes to get hot water faster, so less water is wasted
- Install aerators on your faucets to decrease the amount of water used without decreasing water pressure

### Did you know?

To prevent blockages in your sewer service **DO NOT FLUSH** materials other than toilet paper. This includes sanitary wipes, baby wipes or paper towel.

## Important Contact Information:

### Water Billing:

204-729-2262  
[water@brandon.ca](mailto:water@brandon.ca)

- Water billing
- Mailing address changes
- Banking information changes
- Move in / out

<https://onlineservices.brandon.ca/updateinfo.aspx>

### Meter Shop:

204-729-2285

- Frozen pipes
- No water
- Water meter issues
- Loss of water pressure

*Additional charges may apply for services*

### Sewer and Water:

204-729-2285

- Report a water main break
- Sewer back-up
- Plugged catch basin
- Fire hydrant issues

*Additional charges may apply for services*

### Water Treatment Plant:

204-729-2274

- Water quality issues