



City of Kenora Water Services Billing Frequently Asked Questions

1. What is the increase to the water and wastewater user rates?

City of Kenora water and wastewater user rates will increase by 8.8% to 9.2% (depending on meter size) for all customers, effective January 1, 2025, and again on January 1, 2026.

2. What will the average increase be each year?

An average household that consumes 11.5 cubic meters of water can expect a monthly increase of \$12.61 in 2025 and of \$13.58 in 2026, depending on the amount of water used.

3. What is the breakdown of the increase each year?

The City's Water rates have two components: Fixed Cost and Consumption Cost.

In 2025, the fixed cost will increase to \$55.78 monthly and the consumption cost will increase to \$1.91 per cubic meter (1,000 litres).

In 2026, the fixed cost will increase to 60.50 monthly and the consumption cost will increase to \$2.09 per cubic meter.

4. How is water usage measured?

The amount of water used is calculated using your water meter. Water usage is measured in cubic meters (m³) as it flows through the water meter. The water meter is read regularly to determine the billable amount.

5. How is the water services bill calculated?

Customers are billed a fixed monthly fee (depending on meter size) and for the amount of water used based on their meter reading for both water and wastewater. Wastewater is not metered. The cost for wastewater is calculated as 100% of the water costs.

- Water charge = fixed monthly fee + water usage fee
- Wastewater charge = 100% of the water fees
- Total water services bill = water charge + wastewater charge

6. What is the fixed monthly water rate?

The provision of water and wastewater services has fixed costs that exist no matter the amount of water consumed. The water and wastewater treatment plants must remain operational, piping must be kept clean and functional, equipment must be maintained and breaks must be repaired. The fixed monthly water rate ensures that no matter how much water a user consumes, the system they access remains operating and available, safely delivering water for consumption and removing the resultant wastewater. Although water and wastewater are treated differently, the systems and infrastructure for each service is similar, so water and wastewater have equal fees .

7. **What does user pay mean?**

The Water and Wastewater Utility is a 'user pay' system, meaning that only users of the system are billed for the services. No property tax revenue is used to support the Water and Wastewater Utility.

8. **What can I do to lower my water bill?**

Understanding how the water rate is calculated and how to read your water meter will help you manage your water usage more effectively. You can proactively regulate your usage and reduce your water bill. Check for water leaks outside and inside your home, especially toilets, which are the most common reason for sudden increases in water usage and a higher water bill. Additionally, look for ways to save water, such as turning off the tap during teeth brushing, installing low-flow fixtures, and repairing detected leaks as soon as possible.

9. **What is the money collected from the water bills used for?**

Water and Wastewater rates support the ongoing operation and maintenance or repairs of the service and the replacement of aging assets. The increase to the rates slows the growth of the infrastructure deficit by increasing the capital renewal work, improves revenue stability, and establishes a modest reserve balance to support any unexpected expenditures that may occur outside the approved budget.