



# Water Utility Affordability

## What you need to know

This document is designed to give you the information and steps you need to follow if your bill is past due, including how to catch up on bill payments, avoid having your water turned off, and how to work with City administration to reconnect your water service.

### Budget Billing Plan

This is an equalized payment plan, calculated on the last 12 months of water, sewer, drainage and recycling fees. The equalized plan helps manage budgeting and maintains an consistent monthly bill.

To enroll in the Budget Billing Plan, you must have at least one consecutive year of billing history at the same address, be on the Direct Debit Plan, and not move out of billing for an extended period of time during the year.

**To inquire further about budget billing please call 306-777-7000**

### My bill is overdue. What can I do?

Utility bills are due upon receipt. When they are not paid on time, the account becomes past due. The best thing to do is to pay the bill as soon as it is received .

If the account has gone past due, we can work together to determine payment options to keep your water utility service connected. Many factors are taken into consideration before services are disconnected and we encourage customers to connect with us to discuss payment options.

**To discuss payment options or arrange a payment plan, customers are encouraged to call 306-777-7167**

If an account, for example, typically has monthly bills around \$130, it would be 2-3 months before a disconnection was scheduled. Approaching the disconnection date, we attempt to reach out to the customer more directly to support payment or payment arrangements to avoid a disconnection.

### My water was turned off, now what?

When an account is disconnected, a \$75 fee is applied to the account. This fee, along with the outstanding past due balance must be paid before the service can be reconnected.

For same day reconnection, customers can make payment at City Hall by cash or debit before noon.

# Ways to Increase Water Utility Affordability



## Water Affordability Programs

Beginning January 2022, the City's new *Water Utility Rebate Program* and *High-Efficiency Water Retrofits Program* will both begin.

### Water Utility Rebate Program

This program will apply a fixed rebate to participants' monthly utility bill. Households with very low income may receive an enhanced rebate of approximately \$40 per month.

#### Who is eligible?

All households with water utility accounts, where at least one member of the household is either a senior citizen and/or a person living with a disability, and where the gross household income is less than or equal to the Before-Tax Low Income Cut-Off as defined by Statistics Canada.

Participants need to reapply every 12 months.

Participation is linked to your utility account, so there is no need to reapply if you move.

### High-Efficiency Water Retrofits Program

This program will provide eligible households with vouchers to obtain water efficiency audits and high efficiency water retrofits including toilets, showerheads, faucets and faucet aerators.

#### Who is eligible?

Open to both owned and rented properties, where the gross household income is less than or equal to the Before-Tax Low Income Cut-Off and at least one principal resident must be either a senior citizen and/or a person living with a disability. Also, at least one applicant must be a water utility account holder for the premises.

Applicants who rent may be eligible but must have permission from the property owner to participate in the program.

Visit [Regina.ca/water](https://regina.ca/water) to learn more about these programs and how you can apply.

## Lead Service Connections

A service connection is a water pipe that connects the water main on your street/alley to the pipes inside your home. A lead service connection is one that is made out of lead material. Typically, lead in treated drinking water comes from contact with service connections containing lead or lead in the household plumbing system, such as lead solder (what holds the pipes together) or brass plumbing fixtures.

The City is working to remove all lead service connections throughout the city. To learn more about lead service connections and whether your home is impacted, visit [Regina.ca](https://regina.ca).