

## HELPFUL INFORMATION ABOUT YOUR WATER SERVICE

Dear Resident,

Providing safe, clean, reliable drinking water is more than connecting a pipe to your home. Keeping your service in top condition, testing water for quality and safety, and ensuring your fire department has water are just part of what goes into delivering your family's water each day.

On September 20, 2024, the Alberta Utility Commission approved new rates for your water service. These new rates are effective January 1, 2024, and more accurately reflect recent costs to provide safe and reliable service. The first bill you will see this on will be your September 2024 bill, coming on October 15, 2024.

HAWSCO will collect this amount from residents on future bills. There will be a back charge for the rate increase going back to January 2024. The details on the timing and additional charge per bill still has to be determined, but we will take residents recent increase in rates into consideration. That will NOT be collected on your next bill and will be communicated at a later date. It's also important to note that some residents may have a credit on their account, in which case, rather than a back charge, this could be used as a credit for future billing.



### Consumption Rates

|   | 2024 Rates | 2025 Rates |
|---|------------|------------|
| Average consumption<br><i>Last 9 months</i> | \$184.58*  | \$186.51*  |
| Average consumption<br><i>August 2024</i>   | \$197.70*  | \$199.90*  |

\*This is averaged over **every** residential meter on network, not differentiated between single and multi-family. See rates and fee charges below.

## Schedule 1 - Rates, Fees and Charges

This Rate Schedule is applicable to all Customers with water Meters and contains two charges: a Fixed Monthly Charge; and Metered rates.

|                           | 2024 Rates           |   |   | 2025 Rates           |   |   |
|---------------------------|----------------------|---|---|----------------------|---|---|
|                           | Fixed Monthly Charge | Metered Rates   |   | Fixed Monthly Charge | Metered Rates   |   |
|                           |                      | Block 1   | Block 2   |                      | Block 1   | Block 2   |
| Single Family Residential | \$44.00              | \$2.45 per m3<br><small>(Up to 25 cubic metres)</small>   | \$3.68 per m3<br><small>(150% of Block 1)</small> | \$44.88              | \$2.50 per m3<br><small>(Up to 25 cubic metres)</small>   | \$3.75 per m3<br><small>(150% of Block 1)</small> |
| Multi-Family Residential  | \$44.00              | \$2.45 per m3<br><small>(Up to 20 cubic metres)</small>   | \$3.68 per m3<br><small>(150% of Block 1)</small> | \$44.88              | \$2.50 per m3<br><small>(Up to 20 cubic metres)</small>   | \$3.75 per m3<br><small>(150% of Block 1)</small> |
| Golf Course               | \$153.33             | \$2.45 per m3<br><small>(Up to 1000 cubic metres)</small> | \$3.68 per m3<br><small>(150% of Block 1)</small> | \$153.00             | \$2.50 per m3<br><small>(Up to 1000 cubic metres)</small> | \$3.75 per m3<br><small>(150% of Block 1)</small> |
| Airport                   | \$150.00             | \$2.45 per m3<br><small>(Up to 900 cubic metres)</small>  | \$3.68 per m3<br><small>(150% of Block 1)</small> | \$150.33             | \$2.50 per m3<br><small>(Up to 900 cubic metres)</small>  | \$3.75 per m3<br><small>(150% of Block 1)</small> |
| Commercial                | \$150.00             | \$2.45 per m3<br><small>(Up to 30 cubic metres)</small>   | \$3.68 per m3<br><small>(150% of Block 1)</small> | \$150.33             | \$2.50 per m3<br><small>(Up to 30 cubic metres)</small>   | \$3.75 per m3<br><small>(150% of Block 1)</small> |




## PROTECTING YOU. PROTECTING YOUR WATER.


HAWSCO is committed to safe, reliable water service and protecting and preserving our most precious natural resource – water. We test your water every day to guarantee its safety and we're focused on making sure every drop is there when you need it for years to come.

### WE'RE HERE

For billing inquiries, please contact HAWSCO at the following:

 **Website:** [www.hawSCO.ca](http://www.hawSCO.ca)

 **Phone Number:** 1-855-9HA-WSCO (1-855-942-9726)

 **Email:** [customer-care@hawSCO.ca](mailto:customer-care@hawSCO.ca)

HAWSCO anticipates a high volume of calls in the coming days, and we **recommend emailing your inquiries**. Emails will be assigned a request number and updates will be provided in real time as we work through the queue. We do not anticipate this transition will impact services. We do ask for your patience and cooperation during this time.

Sincerely,

**Harmony Advanced Water System Corporation**

