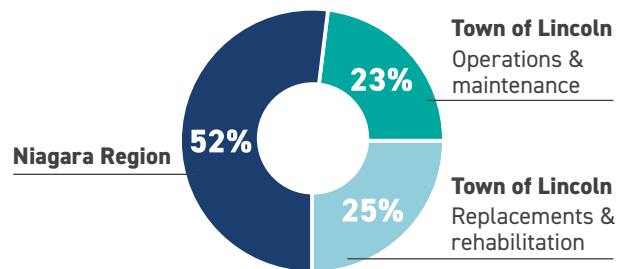


Water bills pay for three essential services:



- 1** Delivery of clean drinking water
- 2** Wastewater collection and removal
- 3** The infrastructure and maintenance of the Town's water and wastewater systems

Cost breakdown

Niagara Region is responsible for the treatment and supply of water, and the Town is responsible for distribution, billing, and collection. The Town collects and conveys the wastewater while the Region provides treatment of the wastewater. More than 50% of the Town's water/wastewater costs are paid to Niagara Region. Of the Town's portion, approximately half of it is used toward operational costs and half toward capital rehabilitation and replacement.



Keeping your water rates affordable, you will see:

-  An increase to the fixed rate (base charge)
-  A seasonal rate that decreases over high season from June to August for variable wastewater (usage) (e.g. watering gardens/lawns)

2024 Annual Customer Total Bill (combined Water and Wastewater) –

Based on 175 m³ of usage and 5/8" or 3/4" meter

| Description | 2023 | 2024 |
|-----------------------------------|----------------|----------------|
| Total Water Bill | \$555 | \$663 |
| Total Wastewater Bill | \$591 | \$705 |
| Total Combined Annual Bill | \$1,146 | \$1,368 |
| Annual Bill Increase | | \$222 |
| Monthly Bill Increase | | \$19 |
| Daily Increase | | \$0.61 |

Definition of charges on your bill:

Water and wastewater base charge: bill on a quarterly rate, based on water meter size. This is a flat charge (fixed) that does not fluctuate with consumption.



Variable water rate: based on the amount of water consumed, as measured by the water meter.



Variable wastewater rate: based on the amount of water consumed, as measured by the water meter.



Water & Wastewater Services

The Town of Lincoln is responsible for the construction, maintenance and operation of the water and wastewater distribution system. The Town developed policies to provide for the full cost recovery of the Town's water and wastewater distribution system, which meets Provincial requirements.

Why are my rates increasing?

Costs are increasing. The cost to distribute, collect and treat municipal water and wastewater throughout Lincoln has increased due to extraordinary inflation. These cost increases impact the Town and the Region of Niagara as well. For example, treatment chemicals have increased by 44-55% over the last five years, and construction prices have increased by more than 40% over the same timeframe. Regional charges account for half of our water and wastewater expenditures and as their costs increase, the Town must pass these costs on.



We're investing responsibly. As Town infrastructure ages and becomes more costly to operate and maintain, renewal and replacement are required. Without making investments today, we run the risk that our water quality diminishes or that we cannot manage or prevent environmental and/or safety issues from occurring. Increases to rates are necessary to avoid longer term problems that could cost more in the future if they are not managed today. The Province also requires us to have a sustainable financial plan for our water system, and we must ensure that the rates cover the short-term and long-term costs that are anticipated.



The environment and economy are changing. Climate change is driving the need for upgrades and improvements to infrastructure. Additionally, during the COVID-19 pandemic, the Town tried to keep rates low with nominal increases to help alleviate the pressures facing residents during the pandemic, even though our costs were increasing. This was a short-term measure, but we must still ensure that rates reflect the full costs moving forward.



Your billing cycle

In Lincoln, residential and commercial billing is done quarterly. Please check our website for the billing schedule in your area.



Set up pre-authorized payments

A pre-authorized payment plan is an easy way to ensure payments are not missed. Learn more on our website.



WaterSmart website

Our digital portal can help you keep track of your household water use. Sign up to monitor your water use levels, view and pay bills, receive leak alerts, and much more! Sign up online.



MORE INFO



For further information about your specific rates, accounts or pre-authorized payments, email finance@lincoln.ca or call **905-563-2799 ext. 222**

For more information about your water bill and water services in Lincoln, visit lincoln.ca/waterrates

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