

MUNICIPAL WATER NEWS WINTER 2024

**Ask us about
Pre-Authorized
Payments**

HOW CAN I PAY?

Cheque

- Make Cheques Payable to "**Township of Ramara.**"
- Write your account number on the front of the cheque.
- Cheques can be mailed, dropped off or paid in person at office.

Payments are recorded the date it is received not the date it is mailed.

Online/ Telephone

- Set up payment through financial institution.
- Search for "Ramara" for payee.
- Use account number on the bill for your utility account.

Credit Card

- Visit www.ramara.ca/payabill
- Click Credit Card Payments
- Click Pay Your Utilities bill
- Use account number for your utility account.
- Follow prompts
- Fees will apply for credit card payment

Cash/Debit

- Pay in person at 2297 Highway 12, Brechin.

BILLING

PLEASE NOTE that if we cannot get a read from your meter and you get an estimated bill, you will be notified by letter in your bill that an appointment is needed to fix the problem. **IF YOU DO NOT CALL** for an appointment before the recommended date, **INCREASED BASE FEES** will be applied to your account until an appointment is scheduled to fix the problem.

Scan the QR Code for more information.



HOW TO DETECT TOILET LEAKS

Did you know that all water passing through your meter is your responsibility? It is possible to have a small leak in your toilet and not be able to 'hear it,' so check for common sources for leaks in your home annually. A leak gone undetected can cost residents hundreds of dollars on utility bills.

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- Turn off everything in the house that might be using water and look at your meter. If the low flow indicator is turning that means water is still flowing through your pipes and you likely do have a leak.
- The most common source of leaks is the toilet flapper valve, a dripping tap, feed to a washing machine or a malfunctioning water softener.
- Check the level of water in the toilet tank; if it is set too high, water could be leaking down the over-flow tube.
- Looking at the picture to the right, try this easy food colouring test of adding a few drops to your tank.



DID YOU KNOW?

DON'T REMOVE YOUR WATER METER

Unless authorized by the Township, property owners are prohibited from removing their water meter. If your meter needs to be winterized, a licensed plumber can do that without removing the meter.



SEWER USE BYLAW

As outlined in Bylaw 2019.38, **no owner** shall connect a drain, storm water leaders, downspouts, foundation drains and/or sump pumps to a sanitary sewer. Owners found guilty of this offense will be fined.

SELLING YOUR HOME?

If you are selling your home, **please ensure that your lawyer contacts the municipal office** to provide important information, such as the closing date and the new owner's contact information and arrange for a final read of your water meter. Please note a \$50 fee will apply and will be paid by the vendor.



GOING AWAY FOR WINTER?

If you are going away this winter, a licensed operator can turn the water off at the curb stop at a price of \$50. This cost will be billed on the next billing cycle. When turning the water back on in the spring, an additional cost of \$50 will be billed. **Contact OCWA at 705-484-5600 to book an appointment.**

RAMARA NEWS



PAPERLESS BILLING

Sign up today to receive an electronic version of your utility (water and sewer) bill directly to your email.

Sign up today! Fill out the online form by scanning the QR code or visiting www.ramara.ca/paperless.

Please note that the email address provided must be the same as your email for paperless billing for your tax bill.



WATER & WASTEWATER RATES

Late last year, Council approved for staff to complete a water and wastewater rate study to be presented in early 2024.

Scan the QR code to learn about our Council and Committee meetings, how to subscribe to agendas or read the Council Highlights.



PLEASE DON'T FLUSH THAT

Every year, different household items are flushed down the toilets rather than properly disposed of. Please don't flush pharmaceuticals, personal hygiene products, household hazardous waste, fats, oils and grease.

These items cause damage to the sewer system and can cause sewer backups and costly repairs.



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Visit the Township website at www.ramara.ca for up to date information on changes to services and programs.



Contact Us - Billing

Phone - 705-484-5374 ext. 221

Email - alee@ramara.ca

Contact Us - General

Phone - 705-484-5374 ext. 285

Email - dmarks@ramara.ca