

MUNICIPAL WATER NEWS

WINTER 2022



HOW CAN I PAY?

**Ask us about
Pre-Authorized
Payments**



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

- Use the following link: <https://p.paytm.ca/pages/ramara> or visit the Township's website for more information.
- Use account number for your utility account.
- Fees will apply for credit card payment

WHO OWNS WHAT? RESPONSIBILITIES FOR UNDERGROUND WATER LINES

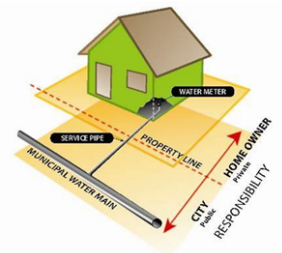
Curb stop service valves (curb stops) are owned and operated by the Township; however, any **water lines from the curb stop to a home or building are the property owner's responsibility.** Property owners are responsible for any repairs and upkeep required to the service line on their side of the property line.

Township's Responsibility

- **Service (Curb) Box:** Protects the curb stop valve and should be secured and flush with the ground. Never touch or cover it.
- **Curb Stop Valve:** valve controls the water flow from the water main to your property and is located underground.
- **Remote Meter Reading Device:** A small box mounted on the exterior of your property that allows the Township to obtain meter readings without entering the premises.
- **Water Mains:** Underground pipes that carry water from the treatment plant to water service lines.
- **Service Connection:** The part of the pipe that runs from the water main to the curb stop valve in front of your property.
- **Water Meter:** Records the volume of water used by your property.

Property Owner's Responsibility

- **Water Service Line:** Pipe that runs between the curb stop valve and your property.
- **Indoor Water Shut-off Valve:** Shuts off the water supply to your property.
- **Indoor Plumbing:** The system of water pipes, drains, fittings, valves and fixtures in your building that distribute water. This includes the expansion tank installed as part of the water meter package. The water meter must be protected against freezing. (Township of Ramara Bylaw 2020.74)



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.

SELLING YOUR HOME

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



DID YOU KNOW?



DON'T REMOVE YOUR WATER METER

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



WATER WASTEWATER RATE BYLAW

Council adopted the Water Wastewater Rate Study on December 13, 2021. A bylaw will be presented to Council in early 2022 to adopt the recommendations set out in the Water and Wastewater Rate Study report.

GOING AWAY FOR WINTER?



If you are going away this winter, a licensed operator can turn the water off at the curb stop for \$50.00 that will be billed on the next billing cycle. To turn it back on in the spring, an additional cost of \$50.00 will be billed. To **book an appointment**, please contact **OCWA** at **705-484-5600**.

PAPERLESS BILLING



Go Paperless! Sign up today to receive a PDF version of your utility (water and sewer) directly to your email account. Your eBill will look exactly the same as your current bill. Sign up today at ramara.ca/paperless. Please note that email addresses must be the same if you apply for paperless billing for both your tax and utility bill.

RAMARA NEWS



TOWNSHIP BUILDINGS CLOSED TO PUBLIC

Effective December 20, 2021, all Township buildings and facilities are closed to the public. Staff are available Monday to Friday, 9:00 a.m. to 4:30 p.m. We encourage residents to access our online services and reach out to staff by email and/or phone. Staff will reply to all inquiries within two business days or otherwise noted. Learn more regarding municipal service changes by visiting www.ramara.ca/covid-19.

SUBSCRIBE



Subscribe to email alerts and never miss an update. Subscribe to news and notices, media release, council highlights, Ramara's Monthly Bulletin, Community calendar and more. Subscribe today at www.ramara.ca/subscribe.

HAVE YOUR SAY!



The Township of Ramara has launched a new Community Engagement and project page, 'Have Your Say,' on the Township's website. Provide input on major projects and initiatives in Ramara and remember to subscribe to each page to get email updates. Learn more at www.ramara.ca/haveyoursay.

PLEASE DON'T FLUSH



Please do not flush wipes, personal hygiene products or other items labelled 'flushable' down the toilet. These items cause damage to the sewer and can cause sewer backups.

Have a complaint?

Submit it online using our 'Report a Concern' form at www.ramara.ca



Follow us on @Ramaratwp on Facebook, Instagram and Twitter first access to news and information.



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