

MUNICIPAL WATER NEWS WINTER 2023

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

- 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.

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 their utility bill.

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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 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.



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 shall. 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 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.

GOING AWAY THIS 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.

RAMARA NEWS



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 www.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.

STAY INFORMED

Always stay informed on projects, news and information. Learn about our monthly bulletin, community information system, meeting highlights and more.

Visit www.ramara.ca/stayinformed today!

EMPLOYMENT OPPORTUNITIES

Do you want to work for an organization where individuals can maximize their potential? Here in Ramara, we believe that our people are our most valuable asset. If you are interested in joining our talented team, apply today at www.ramara.ca/employment.

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.



NEW RESIDENT INFORMATION

Are you a new resident to Ramara? Check our New Resident Information page and learn about the different supports, services and upcoming projects that the Township offers.

Visit www.ramara.ca/NewResident

COMMUNITY CALENDAR

Check out our Community Calendar that outlines local events, library happenings, recreation programming and meeting dates. The public can also submit an event that is in align with our policy to add to the calendar. Learn more at www.ramara.ca/calendar.



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.



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