

2023 WATER & WASTEWATER RATES

Service	Water and Wastewater Rates	
	2023	
	Water Only	Water & Wastewater
System Base Maintenance Charge, per quarter (by size)		
<1.5"	\$69.74	\$173.50
2"	\$194.28	\$471.76
>3"	\$447.74	\$888.99
Water & Wastewater Consumption per cubic metre (m ³)		
Tier 1 up to 73 ³ m	\$2.00	\$4.55
Tier 2 74m ³ to 105m ³	\$3.46	\$6.01
Tier 3 over 105m ³	\$4.49	\$7.04



QUARTERLY BILLING SCHEDULE			
Quarter (Q)	Q-End	Mail Out (3rd week)	Due Date
1	March	April	May
2	June	July	August
3	September	October	November
4	December	January	February

KING PROPERTY OWNERS CAN MONITOR WATER USAGE ONLINE

Please consider our online portal that provides property owners detailed information on their water usage. This service comes with many benefits, including:

- Access to your daily water consumption
- Warnings on consumption usage to notify you of potential problems
- Tracking and history of your usage

If you are a King property owner, signing up is easy.

1. Visit <https://my-kngon.sensus-analytics.ca>.
2. Enter your email address and create a password. A link will be generated and sent to your email address.
3. Click on the link that was emailed to you and then set up your account. When creating your account, your name must be entered EXACTLY as it appears on the utility bill. This includes any dashes, spaces or special characters.
4. Once your account has been created and you are able to log in, you will see the dashboard for your account. The dashboard will show you water usage for your current and previous billing cycles, up to one year ago.

If you need help signing up, contact ServiceKING by phone 905-833-5321 or email at serviceking@king.ca

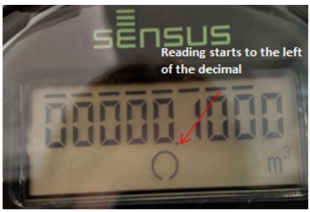
UNDERSTANDING CONSUMPTION

Water consumption is tracked in cubic metres (m³).
1 m³ = 1000 Litres



FIND AND READ YOUR WATER METER

Water meters are typically located in the basement or utility room (near your hot water tank and/or furnace).



If you have received a notice for a water meter repair, contact ServiceKING as soon as possible to book an appointment to avoid any disruptions to your water service.



WINTER IS COMING

PREVENT FROZEN PIPES

Insulate pipes that are most prone to freezing (near outside walls/crawlspaces). You can find insulation covers at your local hardware store.

Leaving for an extended period of time? Contact ServiceKING to have your water shut off to avoid freezing at 905-833-5321.

Ensure areas that contain indoor water pipes are kept above 8 degrees Celsius (especially near your water meter).

NO WATER? YOUR PIPES MAY ALREADY BE FROZEN

Do not use a torch or flame to thaw pipes – this is a fire hazard. Instead, try applying another form of heat to the pipe (heating pad, hair dryer, space heater, hot towel). Dependent on how cold it is outside, the process of unfreezing can take between 1-6 hours.

DOING RENOVATIONS OR BUILDING YOUR NEW HOME?

Contact ServiceKING to schedule delivery of your new water meter as soon as your water service is connected to the watermain.

It is the owner/contractor's responsibility to install the water meter and book an inspection.

Homeowners will continue to receive quarterly water bills that include fixed maintenance charges during construction.

CONTACT US

ServiceKING
905-833-5321
serviceking@king.ca

Township of King
2585 King Road
King City, ON
L7B 1A1



Factors that can Cause High Water Consumption



LEAKY FAUCETS

A faucet that leaks at a rate of 1 drip per second can waste up to 20 litres per day! Faucets include: sinks, tubs, outdoor taps, hoses etc.

Tip: Ensure your faucets are properly closed. Check for worn out washers which could be causing a leak. If you have done both of these checks, we recommend having your local plumber check, assess and repair the leak.

WATER SOFTENER

Occasionally, the backflow or backwash feature will stay open, leaving pressurized water flowing directly and quietly into the drain system, wasting large amounts of water. If you hear water flowing inside this system when no taps or water fixtures are operating, this will lead to high consumption. We recommend that you contact your local plumber to resolve the issue.

Tip: Regularly check and monitor your water softener cycles. By-pass the unit until you can have an independent plumber assess and resolve the issue.



LEAKY TOILETS

Depending on the age and manufacture of your toilet, it can use between 6-32 litres of water per flush! An undetected leak in your toilet could use up to 330 litres per day on-top of your daily consumption.

Tip: Newer toilets offer a much lower number of litres per flush. Speak to your hardware store or local plumber to see if a new toilet is right for you! However, please be advised new toilets are still susceptible to leaks!

Tip: You can identify possible leaks through noise (i.e. a hiss sound) that signals continuous water flow from your tank to the toilet. Try using food coloring in the tank to see if it seeps into the bowl, which would indicate a leak.

OVERNIGHT LEAK TEST

Sometimes a slow drip leak in your water lines can lead to high consumption.

Tip: Record your water meter reading before going to bed. Obtain a second meter reading in the morning before using water. If the meter reading has changed, it indicates water has been consumed somewhere in your home. We recommend having your local plumber come and check for leaks.

REMINDER

It is the responsibility of the property owner and tenant to manage and monitor water consumption regularly. If you require the water to be shut off for maintenance or emergency purposes (such as a significant leak), contact the Township 24/7 at 905-833-5321.