

- Accepted methods of payment are: Cash, Cheque, Debit, Internet/Telephone Banking, and Pre-Authorized Payments – **WE DO NOT ACCEPT CREDIT CARDS**
- The Utility Billing system works as follows:
  - Bills are issued quarterly for the periods ending March, June, September and December
  - You are billed the minimum charge in advance on each billing (eg. under the current rates, you would pay \$68.88 as a minimum for a three month period that would allow you 14 cubic metres of water for a standard residential 5/8" meter) on each bill
  - You are billed for any water consumption that exceeds 14 cubic metres (on a 5/8" meter) from the previous three months on each bill
  - In summary, you pay the minimum in advance on each bill as well as any over consumption during the billing period
- Pre-Authorized payments are withdrawn from the customer's account on the 5<sup>th</sup> of the due date month noted on your bill. If the 5<sup>th</sup> falls on a weekend, the funds are withdrawn on the next business day. (eg for the January billing, pre-authorized payments are withdrawn on the 5<sup>th</sup> of February)
- Please ensure you contact the Utility Department at **(204) 622-3205** if you are moving. Additional charges for consumption may result if we are not notified immediately that you are no longer at the residence. It is advisable to shut the inside water valve when vacating.
- If using the Internet/Telephone Banking method of payment, please ensure you enter all 10 digits of your account number but **DO NOT** enter the decimal. As a vendor, we are usually listed as "Dauphin Water" with most banks.

**Tips for Investigating Unusually High Water Bills**

- Check for obvious signs such as leaking faucets.
- Do a color test on **ALL** toilets in the home – **YOU CANNOT ALWAYS HEAR A TOILET RUNNING!** You can purchase "Mrs. Stewart's Blueing" found in the laundry aisle at most stores. Pour 2 cap fulls in the back tank of all the toilets in your home. Let sit for 2 hours without flushing. If **ANY** blue color appears in the toilet bowl, you have a leak and should have it repaired or replaced as soon as possible. A leak will only get worse with time.
- Be sure to turn outside valves off when not in use.
- Your meter is equipped with a leak detection device. Shine a light source (flashlight) directly at the meter head. Your current meter reading will appear as well as a dripping faucet should you have a potential leak.

***For any billing inquiries, please contact the Utility Department at (204) 622-3205***