

## **Town of Dundurn Understanding Your Utility Bill**

Your utility bill includes information about your usage and charges for your utilities.

The Town provides the water service to residents at a cost that ensures the Water Utility is financially balanced and stable over the long-term. The Utility cannot operate at a surplus or deficit and must ensure a sufficient capital reserve is maintained to support any capital upgrades and emergency repairs. Your property taxes do not subsidize the Water Utility.

The main components of the utility bill include:

**1. Water Consumption charge**

This charge varies based on consumption usage and includes the Dundurn Rural Water Utility selling rate along with their administrative charge for internal operations, water usage (admin buildings, spray park, irrigation) and unaccounted usage (meter errors, leaks).

**2. Water Delivery Fee**

A fixed monthly fee that covers the costs associated with administering and maintaining the water distribution system and service.

**3. Sewer**

A monthly disposal fee to cover the costs of collecting and treating sewage in the community lagoon.

**4. Waste**

This covers the collection and disposal of waste, including recycling and composting services.

**5. Infrastructure Levy**

For properties that have not paid the utility connection cost in 2010, there is a monthly water infrastructure levy. The total levy bill is \$66.14, which is made up of \$52.80 for water and \$13.34 for sewer.

Dundurn operates under the following bylaws and policies:

**Bylaw 2023-003 Water and Sanitary Sewer Utility Rates and Fees Bylaw**

This is a Bylaw to set rates to be charged for the use and consumption of water and fix the rates for service use of municipal sanitary sewer facilities with the Town of Dundurn.

This Bylaw was submitted to and approved by the Local Government Committee, a committee of the Saskatchewan Municipal Board.

**Bylaw 2024-07 Utility Management Bylaw**

This bylaw is to guide the acceptable practices for management of utility services in the Town.

**Bylaw 2023-004 Collection and Disposal of Waste or Refuse**


This Bylaw is to fix rates to be charged for the collection and disposal of wastes or refuse.

# UNDERSTANDING YOUR UTILITY BILL

## Confused About your bill?

Here are the details you need to know.

- A. Date Issued:** Date the meter was read.
- B. Due Date:** Date billing is due.
- C. Customer Number:** The internal number assigned to the utility account.
- D. Account Number:** Utility account number used for payment processing (search Town of Dundurn for online banking payments).
- E. Service Address:** Civic address for reading.
- F. Billing Period:** Outlines the dates we are charging flat fees.
- G. Name:** Account holder name.
- H. Address:** Mailing address of the account holder.
- I. Days:** Refers to the number of days between the current read date and the previous read date. **This is different from the billing period dates.**
- J. Current Reading:** The meter reading taken on the read date.
- K. Previous Reading:** The meter reading taken on the previous Read Date.
- L. Usage:** The amount of water being billed for, in cubic meters. Each cubic meter = 1000L of water. The total will be the difference between your current and previous meter reading.
- M. Balance:** Balance from previous billing period.
- N. Payments Received:** Payments received



UTILITY NOTICE		
<b>A</b>	Date Issued:	26 Oct 2024
<b>B</b>	Due Date:	25 Nov 2024
<b>C</b>	Customer Number:	0099 0090
<b>C</b>	Account Number:	0099 0090
<b>C</b>	Service Address:	Civic Address
<b>F</b>	Billing Period:	01-Oct-2023 - 31-Oct-2023
<b>I</b>	Days:	30
<b>J</b>	Current Mtr:	784 CM3
<b>K</b>	Previous Mtr:	780 CM3
<b>L</b>	Usage:	4 CM3
<b>M</b>	Balance:	241.24
<b>N</b>	Payments Received:	0.00
<b>O</b>	Interest Charges:	0.00
<b>P</b>	Other:	0.00
<b>Q</b>	Balance Forward:	241.24
<b>R</b>	Water:	53.24
<b>S</b>	Sewer:	31.00
<b>T</b>	Waste:	25.00
<b>U</b>	Deposit:	0.00
<b>V</b>	W/S Infra Levy:	69.14
<b>W</b>	Utility Delivery Fee:	43.50
<b>X</b>	Postal Fee:	2.00
<b>Y</b>	Total New Charges:	251.88
<b>Z</b>	Total Due:	493.12
<b>1</b>	Water Rates:	\$4.8400

- O. Interest Charges:** Interest calculation on late payments.
- P. Other:** Any other charges on account.
- Q. Balance Forward:** Total owing from previous billing period. Any value with a (-) in front is a credit.
- R. Water:** Current meter read water charges.
- S. Sewer:** Current sewer charges.
- T. Waste:** Current waste charges.
- U. Deposit:** If applicable, the one-time connection charge for any new utility account.
- V. W/S Infra Levy:** Current utility levy charges.
- W. Utility Delivery Fee:** Current utility delivery fee.
- X. Postal Fee:** If applicable the current postal service fee.
- Y. Total New Charges:** Total for current utility fees.
- Z. Total Due:** Total due for previous and current readings.
- 1. Current Billing Month**
- 2. Messages:** Indicates important customer messages, including information on payments, and water consumption issues.
- 3. Water Rates:** Current water rate per cubic meter.
- 4. Account Number:** The account number for remittance use.
- 5. Customer:** The name of the main account holder for remittance use.
- 6. The Amount Due On:** Due date
- 7. Total Amount:** Total amount to be received by the Town of Dundurn on or before due dates to avoid late payment penalties.
- 8. Amount Paid:** Amount paid for remittance use.
- 9. Return mailing address:** For remittance use.

REMITTANCE SLIP	
<b>4</b>	Account Number: 0099 0090
<b>5</b>	Customer: First Name Last Name
<b>6</b>	Total Amount Due On: 25-Nov-2024
<b>7</b>	TOTAL AMOUNT DUE: 493.12
<b>8</b>	AMOUNT PAID:

Payments not received by the 25<sup>th</sup> of the month will not be reflected on the current billing statement; they will instead appear on the next billing period. Unpaid amounts will incur Interest on the 1<sup>st</sup> of the following month. Additionally, please note that online payments may take 3-5 days to show in the town's account for processing.



## UTILITY NOTICE

**G** First Name Last Name

**H** Resident Address  
Dundurn, SK  
S0K 1K0

<b>A</b>	<b>Date Issued:</b> 28-Oct-2025		
<b>B</b>	<b>Due Date:</b> 25-Nov-2025		
<b>C</b>	<b>Customer Number:</b> 999	<b>Account Number:</b> 00999 0090	<b>D</b>
<b>E</b>	<b>Service Address:</b> Civic Address		
<b>F</b>	<b>Billing Period:</b> 01-Oct-2025 - 31-Oct-2025		

<b>Balance 26-Sep-2024:</b>	241.24	<b>M</b>
<b>Payments Received:</b>	0.00	<b>N</b>
<b>Interest Charges:</b>	0.00	<b>O</b>
<b>Other:</b>	0.00	<b>P</b>
<b>Balance Forward:</b>	241.24	<b>Q</b>

<b>I</b>	Days	Current Rdg	Previous Rdg	Usage
	30	<b>J</b> 794 CM3	<b>K</b> 783 CM3	<b>L</b> 11 CM3

Water	53.24	<b>R</b>
Sewer	31.00	<b>S</b>
Waste	28.00	<b>T</b>
Deposit	0.00	<b>U</b>
W/S Infra Levy	66.14	<b>V</b>
Utility Delivery Fee	43.50	<b>W</b>
Postal Fee	2.00	<b>X</b>
<b>Total New Charges:</b>	221.88	<b>Y</b>
<b>Total Due:</b>	<b>463.12</b>	<b>Z</b>

**1** October 2025 Billing

**2** Please be advised that payments not received by the 25th of the month will not be reflected on this billing statement; they will instead appear on the next billing period. Additionally, please note that online payments may take 3-5 days to be processed and show in the Town's account.

An interest charge of 2% will be applied to any unpaid balance starting on the 1st of the following month.

<b>Water Rates</b>	
0 - 9,999,999	\$4.8400

## REMITTANCE STUB

**9** Town Of Dundurn  
Box 185  
Dundurn, SK  
S0K 1K0  
Business: (306)492-2202  
Email: info@townofdundurn.ca

<b>4</b>	Account Number: 00999 0090
<b>5</b>	Customer: First Name Last Name
<b>6</b>	Total Amount Due On: 25-Nov-2025
<b>7</b>	<b>TOTAL AMOUNT DUE:</b> 463.12
<b>8</b>	<b>AMOUNT PAID:</b>