



Severn Bulletin

December 2023

Due dates

Water and sewer bills are due on **January 31**, April 30, July 31 and October 31.

Payment options

Pre-authorized payments

Pre-authorized payment plans allow you to set up automatic withdrawals from your bank account every month or on due dates. Sign up for pre-authorized payments at: severn.ca/waterbill.

Cheque

Pay by cheque (to Township of Severn) by mail (PO Box 159, Orillia Ontario L3V 6J3) or drop box (1024 Hurlwood Lane in Severn).

Banking

Pay through online or telephone banking, or in person at a financial institution.

Water and sewer rates

Water and sewer services are billed quarterly on a base charge of 68 cubic metres (m3).

Water rate for Bass Lake Woodlands, Coldwater, Sandcastle Estates, Severn Estates, Washago, and Westshore

The 2024 water rate is \$216.64 per quarter or \$866.57 per year. Any use over 68 m3 is billed at \$2.86 per m3.

Sewer rate for Coldwater, Washago and Westshore

The 2024 sewer rate is \$213.47 per quarter or \$853.87 per year. Any use over 68 m3 is billed at \$3.32 per m3.

Bill higher than expected?

High water bills are usually a result of running toilets, leaky faucet, or problems with automatic trap filters. Monitor your average use by regularly checking your meter. This will allow you to notice any irregularities that could result in excess charges. Learn how to perform a water audit at: severn.ca/watermeters.

Winterize your water meter

If you're closing your cottage for the winter, you should winterize your water meter to prevent damage from freezing. Please contact us and we will shut off your water. We need at least 24 hours of advanced notice in order to turn off your water. You should also have a licensed plumber winterize your plumbing and water meter. If the temperature around your meter falls to less than 0 degrees Celsius, your water meter can be damaged. If this happens, the property owner is responsible for the cost of any repairs.

Responsibilities

As the property owner you own all the pipes from the beginning of your property line into and throughout your home, including the master shut-off valve. If any household pipes are leaking, including the pipe between where the water enters the home and the water meter – call a professional plumber. If there is a leak from the water meter contact us.

Emergency Services reminder

If there is a hydrant near your home, please clear snow or ice at least 60 centimetres (2 feet) from around the hydrant. This will help save valuable time in the event the fire department needs to use the hydrant. Those few extra seconds or minutes could make a difference in an emergency.

Drinking water quality

We deliver clean and safe drinking water in Severn from our six municipal drinking water systems:

- Bass Lake Woodlands
- Coldwater
- Sandcastle Estates
- Severn Estates
- Washago
- Westshore

We follow the drinking water quality management standards outlined in the Safe Drinking Water Act. View the annual reports at: severn.ca/drinkingwaterquality.

We regularly review, improve, and upgrade our drinking water Quality Management System (QMS) to minimize and manage potential risks to drinking water quality and safety in our community.

Township of Severn is committed to:

- the provision of safe drinking water to all its customers
- complying with relevant legislation and regulations
- continual improvement of the QMS and the water works

Winter parking restrictions

To allow snowplows to clear the roadways, we've put in place seasonal parking restrictions. From December 1 to March 31, parking is not permitted on any road between the hours of 12:01 a.m. to 7:00 a.m. Read more at: severn.ca/parking.



Township of

SEVERN

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severn.ca

