

Severn Bulletin

July 2024

Due dates

Water and sewer bills are due on **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/billing.

Cheque

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

Visa or Mastercard (**New!**)

Pay online on our new E-Services portal or in person at our Administration Office. A 2% fee will be added when using a credit card (accepted credit cards are Visa or Mastercard only).

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

The 2024 water rate is \$216.64 per quarter and \$2.86/m³ for consumption over 68 m³. Learn more at: severn.ca/water.

Sewer rates for Coldwater, Washago, and Westshore

The 2024 sewer rate is \$213.47 per quarter and \$3.32 m³ for consumption over 68 m³.

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Drinking water quality

Clean water is essential to life and our community's health and well-being depend on it. We deliver clean and safe drinking water at all six municipal water treatment plants and distribution systems in Severn:

- 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 and provide annual water quality reports for you to review the water quality in your area.

Register for a new E-Services account

Instructions on how to register for your E-Services account can be found on back of your water and sewer bill. There is a unique sign-up key and customer code that all new users will need to enter to create an account.

About E-Services

Our E-Services portal will provide you with online access to your bills, permits, facility rentals, and more. Online payment options using Visa and Mastercard are now available for water, sewer, and tax bills. A 2% fee will be applied to your bill as a cost-recovery measure when paying using Visa or Mastercard.

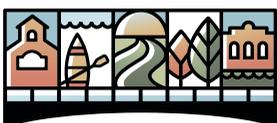
Register at: eservices.severn.ca.

Drinking Water Quality Management System (QMS) Policy

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

To meet these commitments, the Township of Severn has established and will continue to maintain a Drinking Water Quality Management System that will be regularly reviewed, improved, and upgraded by management and employees involved in the supply of drinking water. The Drinking Water Quality Management System has been implemented by the Township of Severn to effectively minimize and manage any potential risks to drinking water quality and safety.



Township of

SEVERN

Phone: 705-325-2315

Email: info@severn.ca

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Water conservation

We're committed to reducing water use, loss, and waste. We promote water conservation and encourage you to do your part to help reduce water usage and protect our water source for generations to come.

Lawn watering

To help conserve water and reduce costs, our Lawn Watering By-law restricts water usage from July 1 to September 30 each year.

If you live at an:

- even numbered address, you can water your lawn on even numbered days
- odd numbered address, you can water your lawn on odd numbered days

You can water from the hours of 6 a.m. to 8 a.m. and 8 p.m. to 10 p.m.

Water leaks

It's a good idea to check your plumbing or perform a water audit to ensure that you don't have any leaks. High water bills are usually a result of:

- running toilet
- leaky faucets
- malfunctioning automatic trap filters

If you think you have a leaky toilet, add 12 drops of food colouring to the tank. If the colour appears in the bowl one hour later,

your toilet is leaking.

If you have a water leak in your home, call a plumber for repairs. Please contact us if you suspect a leak in your service line.

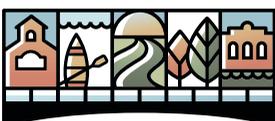
Conservation tips

Here are some tips to help you conserve water:

- don't over water your lawn (only requires 2.5 cm of water per week)
- avoid watering your lawn during the hottest part of the day to limit evaporation
- only run your dishwasher and washing machines when fully loaded
- invest in water and energy saving units
- invest in water saving fixtures, such as low-flow toilets, faucet aerators, and water wise showerheads
- use a broom instead of a hose to clean sidewalks and driveways
- promptly repair any leaks, one leak can waste thousands of litres per year
- use a rainbarrel to capture rainwater for your plants (this can save you money and help the environment)
- cover your swimming pool to limit evaporation by up to 90%

Stay informed

Subscribe to our newsfeed at severn.ca/subscribe to stay up-to-date on system maintenance, repairs, and notices.



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Projects and programs

Coldwater Wastewater Treatment Plant Expansion Study

We're completing a Municipal Class Environmental Assessment to identify options for expanding the wastewater pumping and treatment capacity in Coldwater. Learn more at: severn.ca/wwtpeexpansion.

Master Servicing Plan

Severn's Servicing Master Plan will assess the water and wastewater infrastructure we have today and evaluate what we'll need as our community grows. Subscribe to project updates at: severn.ca/msp.

Report a concern using our online form

If you have a concern about water, roads, streetlights, or a by-law infraction, please report your concern and we'll follow up. Visit: severn.ca/reportaconcern.

Blue-green algae

Blue-green algae (cyanobacteria) are microscopic organisms that are naturally present in lakes and streams. They are usually present in low numbers but can quickly increase in warm, shallow, surface water that gets a lot of sun. When this happens, they can form blooms that can make the water look blue-green or olive-green and may produce floating scum on the surface of the water.

Some blue-green algae produce toxins that can pose a health risk to people and animals when they are exposed to them in large amounts. If you suspect a blue-green algae bloom contact the Simcoe Muskoka District Health Unit (SMDHU).

For more information about blue-green algae or to contact the SMDHU please visit: smdhu.org/algae.

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