

What methods of payment are accepted?

- Debit, cash, and cheque are accepted at our Administrative Centre
- We offer a due date Pre-Authorized Payment Plan, the form can be found on our website or in our office
- Pay through online banking:
 - Pay to New Tecumseth Utilities or Water and Sewer
 - Using your 11 digit account number without the decimal
- Pay at one of our three drop boxes
 - Administration Centre - 10 Wellington Street East, Alliston, South Side Entrance
 - Joint Operations Centre - 6558 8th Line, CR1, Beeton, South Side Entrance
 - Tottenham Recreation Centre - 139 Queen Street North, Tottenham, South Side Entrance
- Credit card payments are not accepted towards utility bills at this time

Fees and Charges		
	Before April	As of April 1
Water (per m3)	\$2.07	\$2.13
Wastewater (per m3)	\$2.07	\$2.13
Activation Fee	\$36.75	\$36.75
Penalty	5%	5%

Please visit our website at newtecumseth.ca for further information

Alliston 2020			
Reading Date		Due Date	
January	2020	February	17th 2020
April	2020	May	15th 2020
July	2020	August	17th 2020
October	2020	November	16th 2020

Beeton 2020			
Reading Date		Due Date	
December	2019	January	15th 2020
March	2020	April	15th 2020
June	2020	July	15th 2020
September	2020	October	15th 2020
December	2019	January	15th 2021

Tottenham 2020			
Reading Date		Due Date	
February	2020	March	16th 2020
May	2020	June	15th 2020
August	2020	September	15th 2020
November	2020	December	15th 2020

Things To Remember

- Wastewater consumption is billed equal to water consumption at a combined rate of \$4.26 per cubic meter (\$4.14 prior to April 1)
- Penalty is calculated on the account the first day of default (the day following the due date)
- Online payments take 3-5 business days to process before our office receives them, please make your payment accordingly
- Make sure to turn off your exterior water from inside your home to prevent people connecting to your exterior water
- There is a \$36.75 Utility Account Activation Fee and an \$84.00 Final Reading Fee



Water and Wastewater 2019-2020

The Town of New Tecumseth

Administration Centre
10 Wellington St., E., Alliston

Joint Operations Centre
6558 8th Line, Beeton

705-435-3900 or 905-729-0057

www.newtecumseth.ca

<https://vth.newtecumseth.ca/vch/>

**For Utility related inquiries please contact
705-435-3900 ext. 1252 or 1324 or email
utilitybilling@newtecumseth.ca**

Why is My Utility Bill Considerably Higher this Cycle?

High consumption within your home can be caused by leaking or malfunctioning every day items such as:

- Toilets/Faucets
- Humidifiers
- Irrigation Systems
- Pool/Hot Tub Leaks
- Showerheads
- Humidifiers
- Water Softeners
- Outdoor Taps/Hoses

How to Detect a Leaking Toilet

Often times the cause of an increased utility bill can be found in an older or faulty toilet where the stopper in the tank has deteriorated. Small toilet leaks can be so quiet you don't hear it as the toilet will self drain upon reaching a certain level. The loss of water can result in hundreds of dollars of consumption. Testing for leaks is easy and is recommended to be done regularly throughout the year. Add a couple of drops of food coloring to the back tank of your toilet and leave it for 5-10 minutes. If the color shows in the bowl of the toilet, it is an indication that your toilet is leaking and needs to be repaired. By turning off the tap at the base of your toilet, you can temporarily prevent any additional water loss while you either repair or replace the toilet.

Questions about your water meter or your water quality?

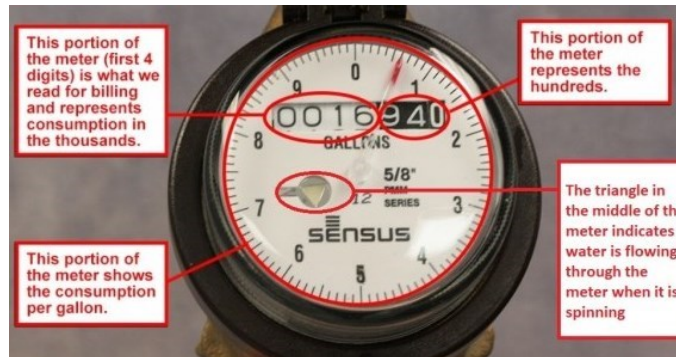
Please contact the Public Works department at (705) 435-3900 ext. 1400 if you have questions concerning the water quality in your area, water testing, or your water meter.

Toilet and Rain Barrel Rebates!

The Town offers a toilet rebate and a rain barrel rebate. Visit our website and take advantage of these saving measures today!

How do I read my water meter?

Reading your water meter is easy, and is something you can do at home to check your consumption between cycles.




Although not all water meters look identical, the Town of New Tecumseth installs water meters into all of our residents' homes. Currently the Town uses multiple versions of water meters. Older homes may have meters with clock-like faces, whereas we also have digital meters in new homes.

How to check your daily consumption:

- Take a reading of your water meter and record the time
- Take a reading of your water meter the next day at the same time
- Subtract the first reading from the second read to see your consumption for a 24 hour period

On average, each adult uses half a cubic meter of water a day. If your consumption during a 24 hour period reflects greater consumption than the average, it may be an indication that you have a leak. Each meter has a leak detector, usually represented by a small triangle. When this triangle spins, it is an indication that water is flowing through your water meter. If you have shut off all water sources inside and outside your home and the triangle is still spinning, it is an indication that you have a leak.



New Tecumseth
Alliston · Beeton · Tottenham

VIRTUAL TOWN HALL

Utility Billing & Property Tax Information right at your fingertips!

Did you know New Tecumseth's Virtual Portal is now available?

Access your Utility Billing and Property Tax Information anytime, anywhere, with 24-hour online access!

- Register online at <https://vth.newtecumseth.ca/vch/> using your customer ID (located on your latest tax or utility bill) or call us at 705-435-3900 or 905-729-0057 ext. 1252 or 1324

Signing up for eBilling is easy!

- With the launch of the online customer service area of our website we call Virtual Town Hall, you can sign up to receive your utility and property tax bills via email
- You can call our office at (705) 435-3900 or send an email to finance@newtecumseth.ca providing your name, property address, preferred email address and if you'd like to sign up for utility or property tax eBilling, or both, and we will sign you up

Sign up for a Pre-Authorized Payment Plan!

Sign up for a Pre-Authorized Payment Plan by completing our PAP Form on our website and returning it to our office with a blank void cheque. Payments will automatically be withdrawn on the specified due date. Completed forms and void cheques can be emailed to finance@newtecumseth.ca