

IMPORTANT

WATER SUPPLY NOTICE

DORCHESTER & THORNDALE WATER SYSTEMS

Thames Centre Water Department will be conducting their Spring Flushing Program **Wednesday, April 15th and Thursday, April 16th** this year. The flushing will take place **between the hours of 8:30am and 4:00pm both days.**

As in the past, we suggest that residents **switch water softeners to “by-pass”** and **avoid doing laundry during these two days.** Discoloured water may be observed and has the potential to stain clothing. If laundry has been stained during this period, the Water Department has a wash additive available to remove the stains. Once the flushing program has been completed, we ask that a **cold water tap** be turned on and let it run for approximately two (2) to three (3) minutes to flush out any discoloured water that may have accumulated in your water connection. If clean water is not experienced after this time, shut off the tap and repeat after one (1) hour.

Thank you for your co-operation!



Want to find out more?

For more information, please contact our Environmental Services department or visit our website:

www.thamescentre.on.ca

Moving?

Please advise the Water department of any change in name or address. You are responsible for all charges incurred while the account is in your name.

Questions about your Water and Sewer Billing?

Contact the Accounts Receivable/
Revenue Coordinator:

Monday to Friday 8:30 am – 4:30 pm.
Phone: 519-268-7334 ext. 229
sridsdale@thamescentre.on.ca



Environmental Services Department
Municipality of Thames Centre
4305 Hamilton Rd
Dorchester, ON, Canada, N0L 1G3
Phone: (519) 268-7334

2020 WATER AND SEWER INFORMATION



Information in this Brochure:

- Water Rates
- Wastewater Rates
- Stormwater Flat Fee
- Backflow Prevention Program
- Sewer Usage By-Law
- Water Supply Notice



2020 WATER, STORMWATER AND WASTEWATER RATES

Council has approved the 2020 rates and fees based on the amount of funding needed to operate our water, stormwater and wastewater systems:

Bi-Monthly Water Charges	Water Charge
Service Fee Including First 14 m ³	\$ 39.00
Next 15 to 50 Cubic Meters (\$/m ³)	\$ 2.13
More than 50 Cubic Meters (\$/m ³)	\$ 2.89
Fire Protection - Unserved	\$ 15.61
Life Cycle Charge	\$ 22.33

Bi-Monthly Sewer Charges	Sewer Charge
Service Fee Including First 14 m ³	\$ 86.00
Next 15 to 50 Cubic Meters (\$/m ³)	\$ 4.63
More than 50 Cubic Meters (\$/m ³)	\$ 4.63

Bi-Monthly Sewer Charges Catherine Street Sewage System	Sewer Charge
Service Fee Including First 14 m ³	\$ 55.13
Next 15 to 50 Cubic Meters (\$/m ³)	\$ 3.01
More than 50 Cubic Meters (\$/m ³)	\$ 4.10

Bi-Monthly Stormwater Flat Fee	Storm Charge
Stormwater Flat Fee	\$ 10.19

Watch for **LEAKS**,
they cost **YOU** money!

BACKFLOW PREVENTION BY-LAW (By-Law 6-2019)

Every owner of industrial, commercial, institutional, multi-residential property, residential occupancies having connections to the municipal drinking water system and any auxiliary water supply, private well, lawn sprinkler, irrigation system, fire protection system, or where a condition exists in any building or structure that may be hazardous or detrimental to the municipal drinking water system, shall cause to be carried out a **Cross Connection Survey** of the plumbing system associated with his or her property and shall ensure that such survey is undertaken by qualified person pursuant to the Authorized Functions List.

Thames Centre's Cross Connection Survey Form and Backflow Prevention Device Test Report can be downloaded from our website:

<https://www.thamescentre.on.ca/services/residents/water-services>

“Every person who is guilty of an offence under any of these By-laws (Backflow Prevention By-Law and Sewer Use By-law) shall be subject to the penalties indicated in the Municipality of Thames Centre’s Tariff of Fees By-law, as amended, including a penalty fee up to \$10,000.00 for the first offence.”

SEWER USE BY-LAW (By-Law 7-2019)

No person shall discharge or deposit or cause or permit the discharge or deposit into any sanitary sewer or into any sewer or sewer system connected directly or indirectly with any Municipal sanitary sewer, any matter or quantity of matter which may be harmful to or may become harmful to such sewage works, or which may interfere with their proper operation, or which may impair or interfere with any sewage treatment process, or which may obstruct or may tend to obstruct any sewer, or which may be or may become a hazard to persons, property or animals.

No person shall connect or cause or permit the connection of any roof water leader, eaves trough, downspout or building foundation drain (weeping tile) directly to a sanitary sewer or a sewer which ultimately discharges to a Municipal Sewage Works.

No person shall connect or cause or permit the connection of any roof water leader, eaves trough, downspout directly to a Municipal Storm Sewer or to a storm sewer.

IMPORTANT!

If your building foundation drain (weeping tile) or sump pump is connected directly to our municipal sanitary sewer system, please report this to the Environmental Services Department immediately.

