

Bill Definitions

Consumption

- ♦ The cost of water used is based on the recorded volume passing through the water meter (current reading minus previous reading).
- ♦ The volume used is displayed on your bi-monthly or quarterly bill.
- ♦ The monies collected are for the operational cost of the water treatment process.
- ♦ Cost = volume x \$2.2295/cubic meter.

Sewage Treatment Charges

- ♦ The cost of sewage treated is based on the recorded water volume passing through the water meter (current reading minus previous reading).
- ♦ The monies collected are for the operational cost of the sewage treatment process.
- ♦ Cost = volume x \$2.9580/cubic meter

Meter Service Charge (both water and sewer)

- ♦ If your billing states "basic service charge" then your water meter size is less than 25mm (1").
- ♦ All other accounts state the size of the meter.
- ♦ A minimum service charge applies to all accounts.
- ♦ This revenue is used for operating the main infrastructure (plant building, trunk lines). Our systems require a minimum amount of revenue in order to keep our operations in readiness for your service requirements.
- ♦ Cost = meter size rate x # of billing months

24 Hour Water and Sewer Emergency Numbers

- Bracebridge - 705-645-5699
- Gravenhurst - 705-687-8894
- Huntsville, Port Sydney, Baysville - 705-789-8640
- Port Carling and MacTier - 1-800-668-0442
- Port Severn and Bala - 1-800-669-3884

Water and Sewer Rates

General Operating Rates Effective January 1, 2026

Metered (monthly minimum service charge based on size of meter)

	<u>Water</u>	<u>Sewer</u>
Less than 25mm (1") meter	\$24.62	\$7.69
25mm (1") meter	45.09	12.31
38mm (1.5") meter	82.64	31.44
50mm (2") meter	112.73	42.60
75mm (3") meter	358.74	127.67
100mm (4") meter or larger	459.17	164.16

Non-Metered (monthly)

All Residential Users	\$113.79	\$130.42
Commercial-Light Users	113.79	130.42
Other Users*	113.79/ERU	130.42/ERU

*Cost per Equivalent Residential Unit (ERU) with the number of ERUs as determined by the District of Muskoka.

Consumption/Collection

\$2.2295/m³ \$2.9580/m³

A late payment surcharge of 5% shall apply to all accounts not paid by the due date.

Quality Management Standard Policy

The District Municipality of Muskoka owns, maintains and operates Municipal water treatment and distribution systems.

The District Municipality of Muskoka is committed to:

1. Ensuring a consistent supply of safe, high quality drinking water;
2. Maintaining and continually improving its Quality Management System (QMS); and
3. Meeting or surpassing applicable regulations and legislation.

The QMS policy hardcopy is available for viewing at the Administration Office at 70 Pine St., Bracebridge



2026 Water and Sewer Billing Services

Billing Inquiries

Finance Department

70 Pine Street
Bracebridge, ON P1L 1N3

Email: watersewerbilling@muskoka.on.ca

Phone: 705-645-7954

Toll Free: 1-800-461-4210

Fax: 705-645-5319

Website: www.muskoka.on.ca

Customer Information

Deposit:

Customers who cannot demonstrate that they have a good payment history will be required to pay a deposit. We will estimate the initial deposit amount based upon the type of occupancy (average consumption) and billing period. If a deposit amount is not received in advance, the predetermined deposit amount will be applied to your first bill.

Do you want to eliminate having a deposit amount held on your account?

Customers who can demonstrate that they are a good credit risk and enroll in one of the payment options listed below could have their deposit amount reimbursed.

Payment Options:

1. Equal Monthly Payment Plan

- Eliminates paying a deposit with **approved credit reference** and avoids late payment charges.
- A predictable payment is automatically made on a monthly basis and withdrawn from your account on the 15th day of the month (20th day for Bracebridge customers).
- Provides the convenience of budgeting for user fees in 11 equal payments.
- On the 12th month a reconciliation bill will be mailed to you. If there is a balance owing, this amount will be withdrawn from your bank account. If there is a credit balance (overpayment), no payment will be withdrawn.

2. Actual Pre-Authorized Payment (PAP)

Your regular billing amount is withdrawn from your account on the stated due date, avoiding late payment charges.

3. Internet/Telephone Banking

Payment is received in our office within 3 days and is available through most financial institutions. We are listed as **Muskoka Water and Sewer**.

**For More Information and Enrollment Forms
Please Visit Our Website
www.muskoka.on.ca**

Important Billing Information

Reminder to our PAP Customers

Please ensure that you notify us of any changes to your banking information.

Moving to a New Premise?

Your water and sewer account number will change. Please ensure you change your banking information to reflect this new number so that your payments can be applied to the proper account.

Water Meter Information

Please keep snow and other obstructions (e.g. woodpiles, dogs) clear of the water meter remote (outside reading device). If we are unable to read your meter billing staff will estimate your bill based on historical usage.

All water meters are to be in a **heated** space fully accessible by our staff. Broken meters as a result of improper care or misuse are replaced at the customer's expense.

Premise Callouts

A service fee will be applied to all customer requested callouts for water on/off work orders. There are no free customer call outs.

Please note the following rates:

Pre-scheduled during working hours	\$119.00
Unscheduled service (all times)	\$265.00

(Working Hours: 8:30 am to 4:30 pm Mon to Fri, from Labour Day to Victoria Day, 8:00 am to 4:00 pm from Victoria Day to Labour Day, holidays excepted)



How much water could you be wasting as a result of a leaky faucet or a running toilet?

American Water Works Association's Drip Calculator can help you calculate the waste: www.awwa.org

Water Meter Reading Schedule

Section	Town	Read Date	Billing Date	Due Date
010-016	Bracebridge	Feb 10	Feb 28	Mar 20
		Apr 10	Apr 30	May 20
		Jun 10	Jun 30	Jul 20
		Aug 10	Aug 31	Sep 20
		Oct 10	Oct 31	Nov 20
		Dec 10	Dec 31	Jan 20
021-026	Bracebridge	Jan 10	Jan 31	Feb 20
		Mar 10	Mar 31	Apr 20
		May 10	May 31	Jun 20
		Jul 10	Jul 31	Aug 20
		Sep 10	Sep 30	Oct 20
		Nov 10	Nov 30	Dec 20
002-003, 006	Gravenhurst	Feb 5	Feb 24	Mar 15
		Apr 5	Apr 24	May 15
		Jun 5	Jun 24	Jul 15
		Aug 5	Aug 24	Sep 15
		Oct 5	Oct 24	Nov 15
		Dec 5	Dec 24	Jan 15
004-005	Gravenhurst	Jan 5	Jan 24	Feb 15
		Mar 5	Mar 24	Apr 15
		May 5	May 24	Jun 15
		Jul 5	Jul 24	Aug 15
		Sep 5	Sep 24	Oct 15
		Nov 5	Nov 24	Dec 15
030-031	Huntsville	Jan 1	Jan 24	Feb 15
		Mar 1	Mar 24	Apr 15
		May 1	May 24	Jun 15
		Jul 1	Jul 24	Aug 15
		Sep 1	Sep 24	Oct 15
		Nov 1	Nov 24	Dec 15
035-055	Huntsville	Feb 1	Feb 24	Mar 15
		Apr 1	Apr 24	May 15
		Jun 1	Jun 24	Jul 15
		Aug 1	Aug 24	Sep 15
		Oct 1	Oct 24	Nov 15
		Dec 1	Dec 24	Jan 15
100	Port Carling	Jan 2	Jan 24	Feb 15
		Apr 2	Apr 24	May 15
		Jul 2	Jul 24	Aug 15
		Oct 2	Oct 24	Nov 15
200	Bala	Jan 2	Jan 24	Feb 15
		Apr 2	Apr 24	May 15
		Jul 2	Jul 24	Aug 15
		Oct 2	Oct 24	Nov 15
300	Mactier	Jan 2	Jan 24	Feb 15
		Apr 2	Apr 24	May 15
		Jul 2	Jul 24	Aug 15
		Oct 2	Oct 24	Nov 15
400	Port Severn	Jan 2	Jan 24	Feb 15
		Apr 2	Apr 24	May 15
		Jul 2	Jul 24	Aug 15
		Oct 2	Oct 24	Nov 15
500	Baysville	Feb 2	Feb 24	Mar 15
		May 2	May 24	Jun 15
		Aug 2	Aug 24	Sep 15
		Nov 2	Nov-24	Dec 15