



DUNDURN RURAL WATER UTILITY

PO BOX 442
DUNDURN SK S0K 1K0
Phone: 306-492-2566
Fax: 306-492-2564
E-mail: drwu@sasktel.net

Date: 2024

Re: New Subscriber to Dundurn Rural Water Utility

Dear Subscriber:

W E L C O M E !

The Dundurn Rural Water Utility (DRWU) is pleased to welcome you as a new Dundurn Rural Water Utility subscriber!

The billing periods for our quarterly water/curb stop billings are:

January 1 – March 31
April 1 – June 30
July 1 – September 30
October 1 – December 31

If you are currently a water customer you can choose to receive your water bill monthly. There is one stipulation – to receive a monthly bill, you must receive your bill by eNotice (email). Monthly billings are **not** available for curb stop customers.

The Dundurn Rural Water Utility has implemented a Sustainability Fund Charge on each subscriber. There will be a flat fee charge of \$1.00 per month on each curb stop. If you are using water, there will be a .05/cubic meter charge. For a typical household, this means a monthly charge of approximately \$1.75.

If you have a curb stop only, your Operation Fee (monthly Service Charge) shown as Op Fee on your bill is \$11.00 per month. Your quarterly billing will be \$36.00 which includes the \$1.00 per month Sustainability Fund charge.

If you have a water meter installed, your Op Fee with water is currently set at \$27.00 per month. Your quarterly billing will be \$84.00 for the minimum Service Charge or Op Fee including the Sustainability Fund charge.

The water rate for 2024 is \$4.246 per cubic meter (or \$19.28 per 1000 gallons) plus the Sustainability Fund charge. One cubic meter = 220 gallons. You will be billed for each cubic meter of water consumed.

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UTILITY NOTICE

Name
Address

Date Issued:	31-Mar-2024
Due Date:	23-Apr-2024
Account Number:	00000 0000
Service Address:	
Billing Period:	01-Jan-2024 - 31-Mar-2024

# of Days	Current Rdg	Previous Rdg	Usage
89	2498	2442.0	56 A

Actual Reading ↑

Actual meter reading

If there is an 'E' instead of an 'A', this means this billing was an estimated reading instead of an actual reading

Previous Balance:	191.81
Interest/Other:	191.81 -
Balance Forward:	0.00
Water	237.78
Op Fee w/Water	81.00
Sust. Fund - Water	2.80
Sustainability Fund	3.00
Total New Charges:	324.58
Total Due:	324.58

Late payment charges assessed on accounts unpaid in arrears over 30 days at a rate of 2% per month (24% annually)

Water Rates			Sustainability Rates	
0	0	\$0.0000 Minimum	Based on Water consumption	
1 -	9,999,999	\$4.24600 /1 CUBIC METERS	0 - 9,999,999	\$ 0.0500/cm

Your bill can be paid by pre-authorized payments. If you choose to pay your bill by credit card, we will enter the payment on or about the 10th day of the following month. If you choose to pay your bill by automatic withdrawal from your chequing account, we will enter the payment on or about the 16th or 23rd day of the following month.

- **IMPORTANT** - If a credit card payment is declined, a Declined Credit Card Transaction Processing Fee of \$20.00 will be charged. If your automatic debit declines, there will be a \$20.00 NSF charge. If you **pay your declined charge** within 7 days of notice you will not have to pay the \$20.00 Processing/NSF charge.

You can also send in a cheque, pay by cash at our office or pay your bill through Internet banking. If **Dundurn Rural Water Utility** does not come up as a payee with your bank, please contact our office and we will get your bank added. We also have a mail slot on our front door to drop off payments after hours.

If you choose to not be on an automatic payment plan, your payment must be received by the 23rd day following a billing period. Interest will be added on at 2% per month until the payment is received. If we do not receive your payment by the 10th day of the 2nd month following a billing period, a shut-off notice will be issued and the water will not be turned back on until the **full payment** including interest **along with** a one hundred (\$100.00) fee for reconnection is paid.

All DRWU subscribers must sign a Subscriber Agreement. Please contact our office at your earliest convenience to sign your agreement if you have not already done so. If you are buying a property from an existing DRWU subscriber, a Transfer of Property Agreement must be signed and a fee of one hundred (\$100.00) dollars will be charged.

The following information is available on our web-site (www.dundurnruralwater.ca):

1. DRINKING WATER QUALITY AND COMPLIANCE – Annual Notice to Consumers.
2. Current Newsletters
3. Annual General Meeting Report to Subscribers
4. E-Notice Consent Form
5. Pre-Authorized Forms (either from your bank account or a credit card)

Emergency Alerts – Voyent

E-MAIL ALERTS:

- If you chose to receive an email as your alert, it will come from: Dundurn Rural Water Utility **alert@voyent-alert.com**
- Please make sure to add this email address in your address book so that it does not go to SPAM
- You will have to click on the green RESPOND button, then click on the green RESPOND and then click on CONFIRM RECEIPT.

TEXT MESSAGE ALERTS:

- If you chose to receive a text message as your alert, it will come from: **25378** and you will see DUNDURN RURAL WATER UTILITY (in all CAPS)
- To respond click on the link at the end of the text message, then click on the green RESPOND button and then click on CONFIRM RECEIPT
- (The text will ALWAYS come from 25378 – so you can add this number as a contact for “DRWU – Emergency”)

PHONE CALL ALERTS:

- If you chose to receive a phone call as your alert, it will come from: 306-492-2566 Dundurn Rural Water Utility. There may be up to a 3 second delay before you hear someone speak.
- Press 1 at the end of the message to confirm receipt.
- If you miss the phone call and receive a voice mail message, please contact the office to confirm receipt of the alert. You cannot press 1 in the voice mail message.

If you want to change how you receive alerts, please call our office at 306-492-2566. It is very important that you confirm you have received an alert – if you do not confirm, the office will have to call you as Water Security Agency says we must know that all subscribers received the alert.

A few important notes: Please check your mechanical assembly periodically for any leaks or squeals. With our new Badger meter reading system, you can now monitor your own water consumption and set a leak alert. If you are going away for the week-end or longer, we suggest you shut off your incoming water and solenoid valves while away. This is the first valve at the beginning of the meter assembly board. If you are going away for an extended period of time and would prefer to have your water shut off at the curb stop, there is a \$25.00 fee for this service.

Please ensure your water meter does not freeze (if installed in a garage or outbuilding). Heat must be on in the mechanical room.
A frozen meter is no longer usable and will need to be replaced at **your** cost.

AFTER HOURS: For after hour emergencies only, please call Jason Bellina at 306-381-3555 or Brian McNutt at 306-361-6555.

Our office hours are Monday through Friday from 8:00 a.m. to 4:00 p.m. The physical street address is 401 – 2nd Street in Dundurn, SK.

We welcome any comments or suggestions and encourage you to email them to: drwu@sasktel.net If you do not have an email address, please call our office.

Thank you.

Yours truly,

DUNDURN RURAL WATER UTILITY

Jason Bellina, Administrator

Daphne Buchanan, Administrative Assistant
Chantel Hendry, Administrative Assistant (maternity leave)
Barb Olyniuk, Administrative Assistant
Brian McNutt, Operations & Maintenance Technician
Don Suttie, Maintenance Assistant

INSTRUCTION SHEET FOR NEW SUBSCRIBER WATER CONNECTION

Call the Dundurn Rural Water Utility (DRWU) office and request a Meter Assembly. Prior to a meter assembly being installed by our maintenance staff:

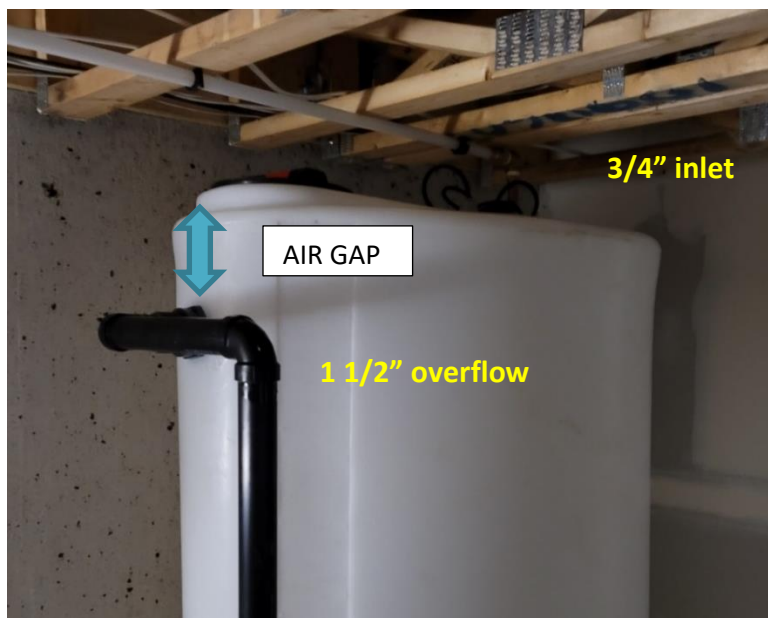
- a Subscriber agreement **must** be signed.
- a WATER LINE SPECIFICATIONS form must be signed.
- a holding tank and overflow must be installed.

Before the water line can be connected to the Meter Assembly the homeowner/subscriber must ensure that there is a wooden support structure or wall to install the meter assembly board onto as we cannot attach to concrete walls.

Maintenance and Operation staff will come and do the installation.

- The water line will be flushed until the chlorine meets WSA standards.
- The meter assembly will then be connected to your incoming water line.
- Once connected, we will turn on the water and ensure no leaks are present.
- A sample of your water will be taken to SRC to ensure the water quality meets WSA standards
- Pictures will be taken and put on file at the DRWU office.
- A Badger meter and a cellular radio will be installed. This allows the Utility to read your meter via the internet.

PLEASE NOTE THAT A MINIMUM OF 48 HOURS NOTICE IS REQUESTED BY THE DRWU FOR SCHEDULING INSTALLATION AND WE CANNOT INSTALL METERS ON FRIDAYS.



An air gap is created in the subscriber's cistern or storage tank when the water discharged into the tank is below the lip of the overflow. This means that if the float assembly in the storage tank

fails and water continues to fill the tank, the water will spill out of the overflow. Therefore an “air gap” is created between the highest water level in the tank and the overflow pipe. The lip of the overflow should be lower than the point of discharge into the tank by at least 3” to provide an adequate air gap. The diameter of the overflow should also be a minimum of 1½ inches and configured so as to vent water away from the tank, preferably towards a floor drain. It is recommended that the overflow not be connected into the existing plumbing, as this could create the possibility of sewer gases backing up into the water storage.

Optional:

This is an example of a water alarm system you can purchase at Canadian Tire. The cost is around \$40.00 but could literally save you thousands if there is ever a problem with your water system.



*******Details of Alarm*******

^^ Get notified when there is a minor leak or major flood with the water sensor ^^

^^ Alarm comes to your cell phone ^^

^^ Easy to use - just leave the sensor in the desired location ^^

Good Plumbing Practice

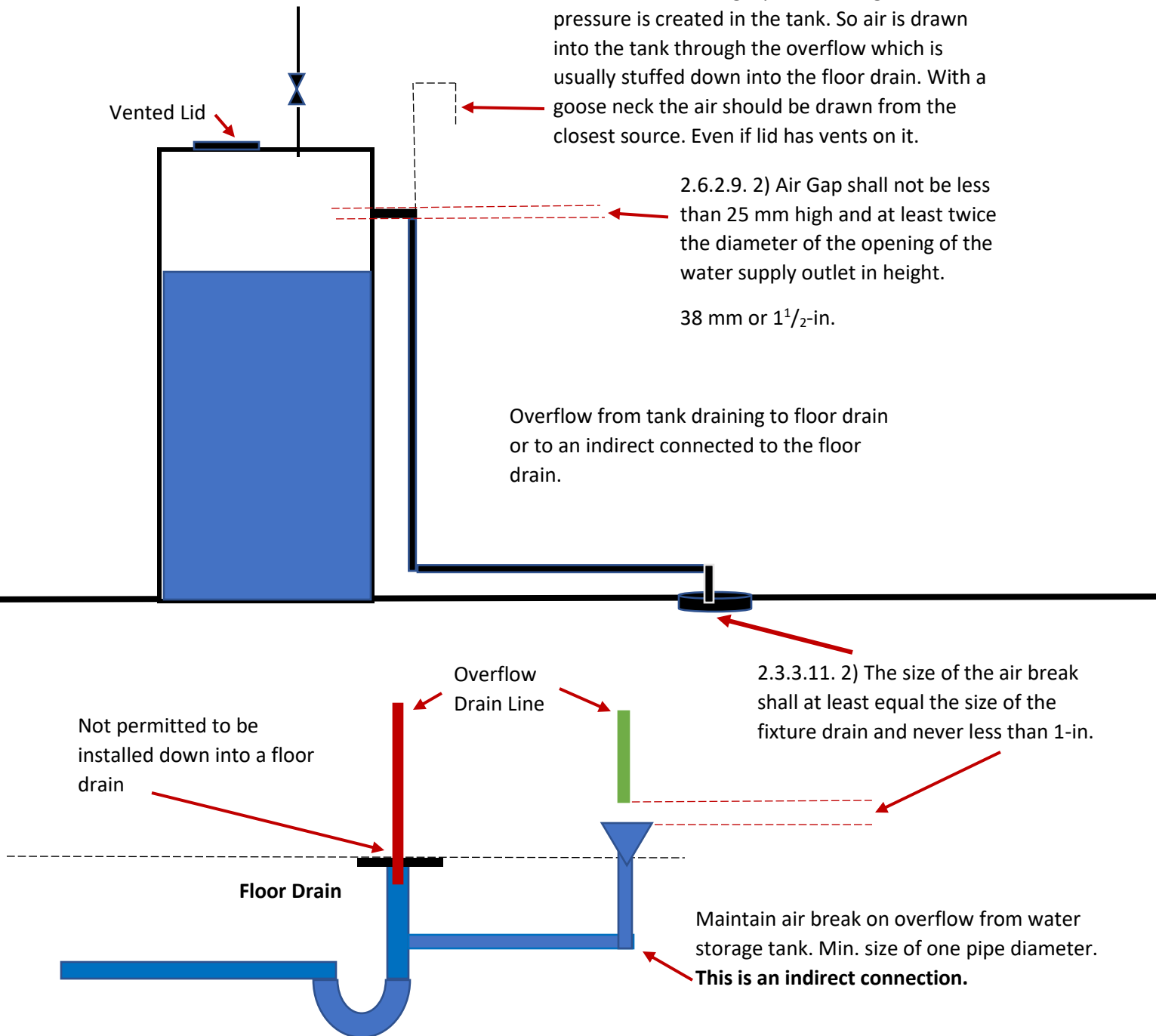
Water supply coming from supplier has a shut off, meter, dual check, pressure reducing valve, an orifice and solenoid on it. Usually 3/4-in. in size.

Recommend goose neck fittings on top of overflow. When the pump cuts in to deliver water to the building a potential negative pressure is created in the tank. So air is drawn into the tank through the overflow which is usually stuffed down into the floor drain. With a goose neck the air should be drawn from the closest source. Even if lid has vents on it.

2.6.2.9. 2) Air Gap shall not be less than 25 mm high and at least twice the diameter of the opening of the water supply outlet in height.

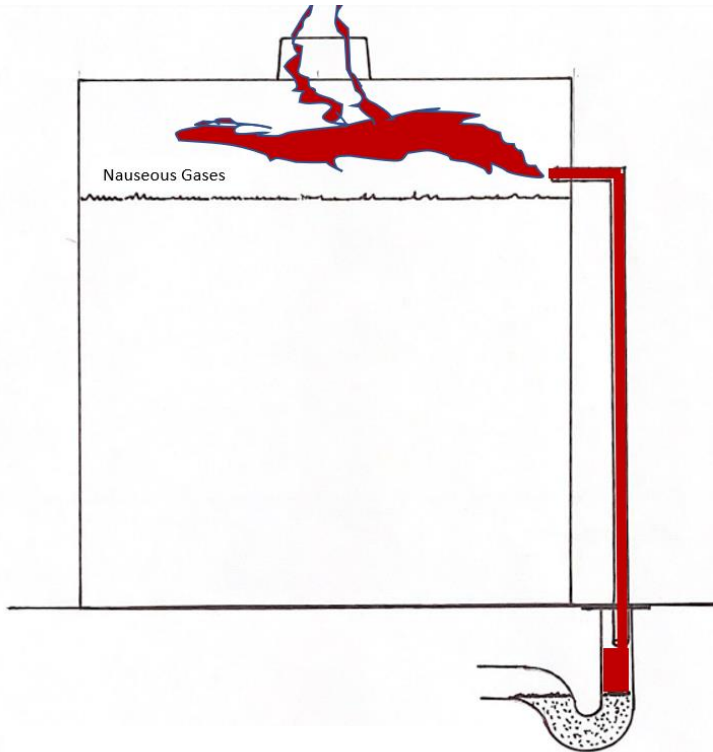
38 mm or 1 1/2-in.

Overflow from tank draining to floor drain or to an indirect connected to the floor drain.



Good Plumbing Practice

pg. 21 (44 B)

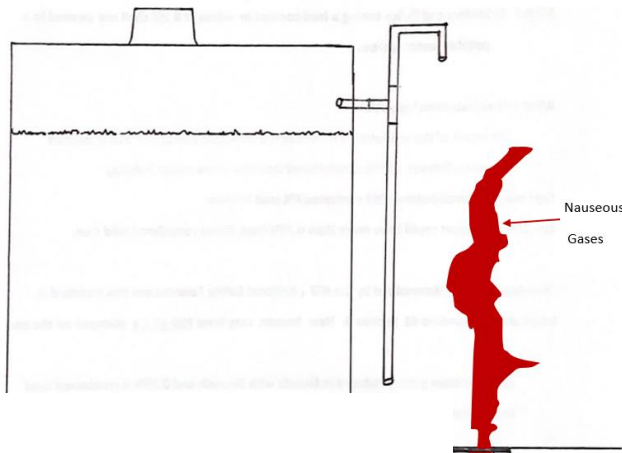


The configuration of the overflow pipe in this figure would allow nauseous gases to go up into the tank and possibly vent out the vent in the lid. Chimney effect would allow possible sewer gases or other foul odors.

pg. 22 (44 C)

Should any nauseous gases ever get into the overflow vertical pipe it would likely go up and out the goose neck fitting rather than into the tank.

When directing the drain from the overflow from the tank as shown in this diagram, there is less chance of getting nauseous gases migrating up and into the tank.



 **Technical
Safety Authority
of Saskatchewan**

Jules Chenard
Gas Inspector

jules.chenard@tsask.ca
www.tsask.ca

2213 11th St. W.
Saskatoon, SK S7M 1J4
Canada

C 306.321.6189 (Direct)
P 866.530.8599 (General Inquiries)

Call Jules for more
information.