



4924 - 47 Street | Box 397 • Redwater, AB T0A 2W0
Phone: 780-942-3519 • Fax: 780-942-4321
www.redwater.ca

WAYS TO PAY YOUR UTILITY BILL

- Pre-authorized payment plan. You may sign up for this at the Town Office
- Telephone banking or online banking
- Mail to Town of Redwater, Box 397, Redwater, AB T0A 2W0
- In person at the Town of Redwater office (cash, cheque or debit). Note that credit cards are not accepted for payment of utility bills or taxes

AVOID LATE PAYMENT CHARGES

Please allow a minimum of three working days for your payment to reach us. If payment is received in this office after the Due Date a penalty of 2.6% will be applied to the outstanding amount. Failure to receive or loss of a bill will not be accepted as a reason for non-payment or exemption from late payment penalty. You can always phone the office to find out your current balance. Dishonored cheques will be subject to an additional service charge.

MOVING?

Please contact us at least 30 days prior to moving so all necessary arrangements for final utility readings and billing can be made. If you are changing residences within Redwater and use Telephone Banking or Online Banking Services remember to notify your financial institution of your new account number.

UNDERSTANDING YOUR BILL

Gigajoule (GJ) is the standard unit of energy for measurement of natural gas. Your gas charge is for the units of energy or GJ's that you used. The gas readings on your bill are recorded in cubic feet from the meter and converted to GJ's for the billing.

The **Gas Base Charge** is the service charge for the delivery of gas to your premises and administration costs. The **Gas Charge** shows the per GJ commodity purchase price charge as set monthly by Gas Alberta Inc. plus a variable rate charge associated with delivering the volumes to the customers.

The **Water Base Charge** is a flat monthly rate associated with delivering water to your premises and administration costs. The **Water Charge** is your consumption (m^3) times the per m^3 commodity purchase price charge as set monthly by the Capital Region Northeast Water Services Commission, plus a variable rate charge associated with delivering the volumes of water to the customers.

The **Sewer Base Charge** represents cost associated with removing sewage from your premises and includes an administration fee. The **Sewer Charge** is a percentage of the costs of the water consumed and represents the costs associated with removing sewage from the premises which is linked to the volume of water consumed.

The **Garbage and Recycling Charges** are the commodity purchase price charge as set by the service contractor plus a base fee which represents Roseridge Waste Commission tipping fees and administration.

NATURAL GAS SAFETY

Anytime you smell natural gas, contact the Town Office immediately at **780-942-3519**. Town personnel are available 24 hours a day to respond to gas leaks. If you notice a very strong odor of gas leave the premises immediately. Do not use the phone or turn any electrical switches on or off. Call the Town Office from a safe location and do not return to the building until it is safe to do so.

CALL BEFORE YOU DIG

Before doing any digging on your property, call 1-800-242-3447 at least two working days prior to your excavation so that gas, water and power lines can be marked. Damaging a buried line or cable can be dangerous and costly.