

Your City. Your Water.

FALL 2023

Welcome to the tenth edition of the Hamilton Water Newsletter.

In this newsletter you will find information on: New Stormwater Funding Model · Leak Adjustment Program · Watershed Action Plan · Wastewater Treatment Plant Upgrades · Frozen Pipes · Lead Pipe Awareness · Vacant Properties · Property Owner Contact Information

NEW Stormwater Funding Model

A new stormwater funding model has been approved by Council and will be implemented in 2025.

Stormwater is water that comes from rain and melted snow that flows over land and into storm drains, ditches, creeks and lakes. Impervious (or hard) surfaces such as asphalt, concrete, rooftops and compacted soils prevent stormwater from naturally soaking into the ground.

The City of Hamilton's stormwater management program helps protect private and public property, infrastructure and the environment from flooding, erosion and water quality issues by properly managing the rain and melted snow that flows over land. The stormwater management system includes

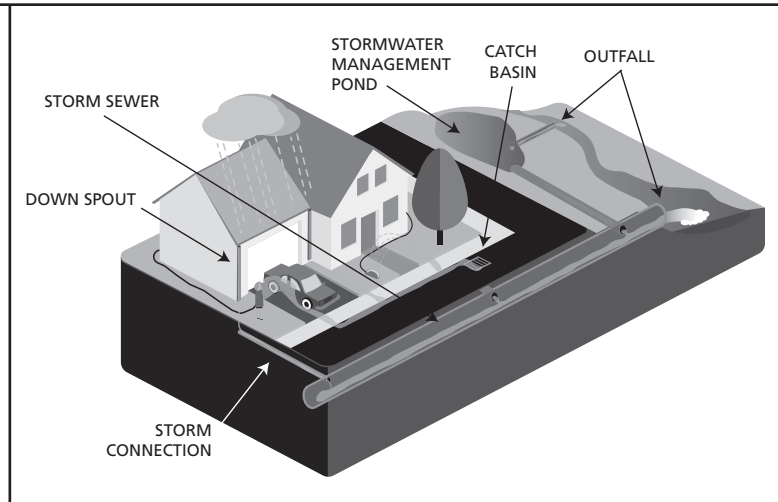
maintenance holes, catch basins, ditches, ponds, storm sewers, creeks and outlets to the lake. In rural areas of Hamilton, the stormwater management system consists of ditches, culverts and creeks.

Currently, the City primarily funds stormwater management through water and wastewater utility revenues, with the remainder coming from property taxes. This means that properties pay for stormwater management primarily based on the amount of City drinking water consumed. Properties that use a lot of water (such as the food services industry and laundromats) currently pay a larger amount for the stormwater system. While properties with large areas of hard surfaces such as parking lots, or without a water or sewer connection, contribute very little funding to stormwater management despite the amount of stormwater which runs off their site and into the stormwater system.

Council approved the implementation of a stormwater fee starting in 2025 to replace the current inequitable stormwater funding model. Properties will be charged based on the load (or use) they place on the stormwater system. Residential properties will pay based on the type of dwelling (e.g., single family detached dwellings, duplexes/town homes, and multiplexes). Non-residential and high-rise residential properties will pay based on their measured imperviousness. Properties that are connected to the City's water and/or sewer systems will no longer be charged for stormwater services through their water/wastewater utility fee. Instead, these properties will see a separate stormwater fee on their utility bill. An incentive program is also under consideration for properties that implement measures to reduce their impact on the stormwater system.

A stormwater fee provides greater transparency, is more equitable, and is a more sustainable funding model than the current billing structure. Other municipalities across Ontario that have successfully implemented a stormwater fee include Kitchener, Waterloo, Ottawa, Guelph, Brampton and Mississauga.

We want your help to shape the implementation of the new stormwater fee so that it meets the needs of our community and the infrastructure that supports it today and into the future. Visit our website at hamilton.ca/stormwaterfunding or email us at StormwaterFundingReview@hamilton.ca to learn more about the new stormwater fee, and opportunities to provide feedback on an incentives program.



Leak Adjustment Program

The City of Hamilton has a residential Leak Protection Program that is administered by ServLine. This program provides protection from high water bills caused by a qualifying internal leak. There is protection up to \$2,500/leak and is available for one occurrence per 24-month period. If you have any questions or need to file a claim, please contact ServLine at 1-888-977-7471 or visit:

hamilton.ca/leaks



Watershed Action Plan

The City of Hamilton is taking steps toward developing a comprehensive Watershed Action Plan and restating its commitment to the water quality objectives outlined in the Hamilton Harbour Remedial Action Plan.

The Watershed Action Plan will help to identify and guide the work to address non-point-source contamination (eg. pollution from urban runoff, fertilizers, pesticides, or other contaminants) and will focus on activities that are within the care and control of the City of Hamilton. Actions under the new Plan will benefit recreation and natural habitats in each watershed and continue the process to delist Hamilton Harbour as an identified Area of Concern. It is estimated that it will take two years to develop the full Watershed Action Plan in Hamilton, which will include stakeholder engagement and consultation. The final Plan will include a capital implementation strategy that will outline a 5 to 10-year capital budget plan and financing strategy. **Learn more:** hamilton.ca/watershedactionplan

Wastewater Treatment Plant Upgrades

The Woodward Avenue Wastewater Treatment Plant upgrades are a significant investment within the City of Hamilton's Clean Harbour Program. This extensive upgrade project occurred over several years and involved various sub-projects, each with its own set of specifications and timelines. Notably, the Main Pumping Station and Electrical Power Centre upgrades have been successfully completed and are presently within their 2-year warranty period.

The final phase of this ambitious \$340 million multi-phase plan is focused on completing the Tertiary Treatment Facility. In October 2022, a crucial milestone was achieved as the secondary effluent started to flow through the Tertiary Treatment Facility, simultaneously initiating the commissioning period. This achievement signifies a momentous step towards transforming the Woodward Avenue Wastewater Treatment Plant from a secondary to a tertiary-level treatment facility. Meeting this goal reflects the City's commitment to fulfilling the Hamilton Harbour Remedial Action Plan Targets. The final phase of the upgrade project is scheduled to be completed in Q4 of 2023.

Learn more: hamilton.ca/cleanharbour



Tertiary Treatment building

Vacant Properties

If your property will be vacant for 60 or more days, please call 905-546-2489 within 24 hours of leaving to arrange for the City to turn your water off at the street. There is a turn off and turn on fee associated with this service but you will be protected from unauthorized water use of outdoor taps and water leaks that are not identified/addressed due to lack of occupants. It is recommended to turn your water supply off at the building control valve if your property will be vacant for less than 60 days.

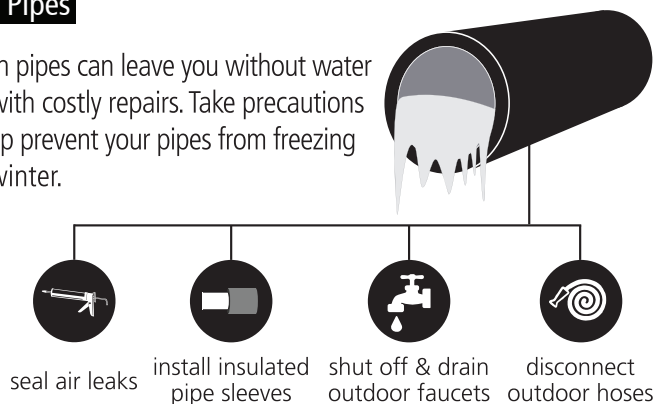
Property Owner Contact Information

Keeping you informed of changes or disruptions to your water service is important to Hamilton Water. In times of emergency, having the most up-to-date contact information is vital. Alectra Utilities handles all billing for Hamilton Water. To ensure we have your most up-to-date contact information, please call Alectra Utilities at 1-833-253-2872 to make sure your information is current.

Please Note: Neither Alectra Utilities nor the City of Hamilton sells any of your information to third-party companies.

Frozen Pipes

Frozen pipes can leave you without water and with costly repairs. Take precautions to help prevent your pipes from freezing this winter.



For more tips on how to prepare visit: hamilton.ca/frozenpipes

Lead Pipe Awareness

If your home was built before 1955, you may have a lead water service pipe type. Changes to the Plumbing Code banned the use of lead pipes because of the harmful health effects it could cause, and copper for water service pipes became the new standard. Lead is a known toxic metal and exposure to even small amounts can be harmful to human health, especially for babies, young children, and pregnant people. Although the City has implemented a Corrosion Control Program to prevent lead from entering our tap water, eliminating the source of lead is the best way to protect you and your family.

For information on how to identify a lead water service pipe, what to do if you have one, lead replacement, and loan opportunities, visit: hamilton.ca/leadpipes

