

Winter 2025

How can I pay?

Online/Telephone

- Set up payment through financial institution.
- Search for "Ramara" for payee.
- Use account number on the bill for your utility account.

Credit Card

- Visit www.ramara.ca/payabill
- Click Credit Card Payments.
- Click Pay Your Utilities bill.
- Use account number for your utility account.
- Follow prompts Fees will apply for credit card payment

Cash/Debit

Pay in person at the Township Administration Building located at 2297 Highway 12, Brechin.

Cheque

- Make Cheques Payable to "Township of Ramara."
- Write your account number on the front of the cheque.
- Cheques can be mailed, dropped off or paid in person at office.
- Payments are recorded on the date it is received not the date it is mailed.

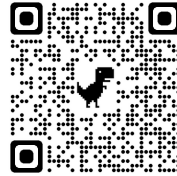
Billing

Why did I get an estimated bill?

If we cannot read your meter, you will receive an estimated bill and a letter notifying you that an appointment is needed to fix the problem.

IF YOU DO NOT CALL for an appointment before the recommended date, **INCREASED BASE FEES** will be applied to your account until an appointment is scheduled to fix the problem.

Scan the QR Code for more information.



Paperless Billing

Sign up and you will receive a PDF version of your utility bill delivered directly to your email account. The eBill will look exactly the same as your current paper bill.

Scan the QR Code to sign up today!



Utilities Pre-Authorized Payment Plan (PAP)

The Township of Ramara is introducing a new 12-month Pre-Authorized Payment (PAP) Plan to make it more convenient for you to pay your utility bill. The current PAP plan, which involves regular installments four times a year (April 30, July 31, October 31, and January 31), is still available.

The new program will take effect on **January 1, 2025**. Users can sign up at any time, but it takes three weeks after signing up for the program to come into effect.

How does it work?

The monthly PAP amount will be calculated based on usage in the previous year. For 11 months of the year (January to November), the same PAP amount will be automatically withdrawn from utility users' accounts. December of each year will be an adjustment month. During the adjustment month, any remaining balance for the year will be cleared, leaving the account with a zero balance or possibly a credit balance.

Learn more & Sign up!

Scan the QR code to learn more about the program and access to the online registration form. You can complete the Pre-Authorized Payment Plan form online, in person, or by mail.

When filling out the form, please indicate whether you'll be making payments by installments or monthly. Remember to include a copy of a void cheque or direct deposit form along with the completed PAP form when you submit it to the township.





Water Usage Customer Portal

In the fall, we launched the new Water Usage Customer Portal for water users to monitor their water consumption. The portal allows water users to monitor water usage, understand current and previous billing, optimize water conservation through water usage monitoring and customize alerts regarding water consumption.



Scan the QR Code and learn more about the portal and sign up today!

Setting up Alerts

- Alerts can be set up for billing cycle (bi-monthly), daily, or multi-day usage (7 days), as well as for vacation alerts.
- The portal provides you with averages for each alert type you set up to help select a reasonable value. If more water passes through your meter than you have indicated on the portal, you will receive an email notification.



Did you know?

How to detect toilet leaks

As a reminder, all water passing through your meter is YOUR responsibility! It is possible to have a small leak in your toilet and not be able to 'hear it.' It is important to check annually for common sources for leaks in your home. A leak gone undetected can cost residents hundreds of dollars on utility bills.

- Make sure to turn off all water sources in your house and check your water meter. If the low flow indicator is moving, it means water is still flowing through your pipes, which could indicate a leak.
- The most common sources of leaks are the toilet flapper valve, a dripping tap, the feed to a washing machine, or a malfunctioning water softener.
- Check the water level in the toilet tank; if it's set too high, water could be leaking down the overflow tube.
- You can also perform a simple food coloring test by adding a few drops to your tank and observing. If the water in the bowl changes colour, it's a sign of a leak.



Step 1: Add 1 tablet to the tank. Let sit for 10 minutes.
Step 2: If the bowl turns blue or blue streaks appear, a leak is discovered.

Selling Your Home

When selling your home, make sure your **lawyer contacts the municipal office** to provide important information like the closing date, new owner's contact details, and arrangement for a final reading of your water meter. **A \$75 fee will apply and will be paid by the vendor.**

Don't remove YOUR water meter

Unless authorized by the Township, property owners are prohibited from removing their water meter. If your meter needs to be winterized, a licensed plumber can do that without removing the meter.



Alerts and Notifications

Use Alertable to stay informed and plan ahead. You can receive timely updates about closures and alerts related to water and wastewater. This includes boil advisories, restrictions, and more.

Scan the QR Code to sign up to receive notifications and alerts your way - email, text, phone, app notifications and more.



2025 Water and Wastewater Rates

On November 25, Council approved Bylaw 2024.79, which establishes water and wastewater rates for the years 2025 to 2033. Beginning January 1, 2025, the water rates will increase annually by 8%, while the wastewater rates will rise by 13%. These adjustments are essential to ensure that both the water and wastewater budgets can cover the rising costs of operations and capital expenses.

Scan the QR Code to learn more about the 2025 rates.



Contact Us



Billing



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General



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