



Water and Sewer Billing History

Last date Water/Sewer on Hydro bills	June 2001
Water/Sewer transferred to telephone bills	July 2001
Water/Sewer separated from telephone bills	Oct 2007
Water/Sewer billed per water meters (Jun 4-27/13)	July 2013

Prior to July 2001 charges for water and sewer were included on the Town of Dryden Hydro bills. Charges were based on a flat rate of usage for the previous month. For example a bill received in June of 2001 with a due date of June 21st was for water and sewer charges for April 15 to May 15, 2001.

Dryden Dryden Hydro
 30 Van Horne Ave.
 Dryden, On P8N 2A7

PLEASE RETAIN THIS STATEMENT AS
 DUPLICATE COPIES ARE NOT ISSUED.

AMOUNT DUE 134.79	DUE DATE 21-JUN-2001
	CLASS RD
	AFTER DUE DATE

SERVICE FROM	SERVICE TO	DAYS	RDG/EST	METER RD.	BILL MULT.	KWH. CONSUMPTION	DEMAND	AVG. KWH. DAY THIS YR.	AVG. KWH. DAY LAST YR.
15-APR-2001	15-MAY-2001	30	RDG	20230	1	374	KW KVA	12.47	

BALANCE FORWARD		120.03
PAYMENT - THANK YOU	25-MAY-2001	120.03CR
TOTAL COST OF ENERGY this period	METER: 05104	40.57
kWh at 12.59¢ X 250.00		
kWh at 7.33¢ X 124.00		31.48
G.S.T. <No. R121385926>		9.09
Res Sewage Charge		2.84
Res Water Charge		30.05
		61.33

PRESENT BALANCE		134.79

When the Town of Dryden Hydro business was sold, the water and sewer bills needed to be captured elsewhere.

The decision was made to include them on the monthly Telephone bills. The telephone company (DMTS) is highly regulated as are all communication businesses that fall under the CRTC (Canadian Radio-television and Telecommunications Commission). A component of the legislation is that bills for tele-communications must reflect current charges for customers.

By including the water and sewer charges on these bills, it appeared that the charges for water and sewer were also for the current month, although in reality, this was not the case. The accounting for the water and sewer charges and revenue on the City books was still based on a flat rate usage for the previous month. Monthly and year end accruals confirm that this was the accounting practice in place then and in place currently.

The billing is consistent with the City's audited financial statements. Unfortunately the bills themselves did not reflect this as they only reflected the telephone "billing dates". Not all employees may have been aware of the accounting practices in place or that the dates reflecting the current charges were for telephone only.

TELEPHONE NUMBER

2473

THE CORPORATION OF THE CITY OF DRYDEN
 DRYDEN MUNICIPAL TELEPHONE SYSTEM

G.S.T. # R108101320

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PAYMENTS RECEIVED AFTER AUG 28 ARE NOT INCLUDED			BILLING DATE	DATE DUE
PREVIOUS BALANCE	PREVIOUS PAYMENTS	BALANCE FORWARD	SEP 1, 2007	SEP 23, 2007
\$118.91	\$118.91	\$.00	CURRENT CHARGES	AMOUNT DUE
			\$118.91	\$118.91

PAYMENTS ARE DUE BY THE 23RD OF THE MONTH.
 PAYMENTS RECEIVED AFTER THE 23RD WILL BE SUBJECT TO A LATE PAYMENT CHARGE

CUSTOMER SUMMARY			
DMTS - TELEPHONE	MONTHLY SERVICE		24.32
	FROM SEP 1 THRU SEP 30		
DMTS - INTERNET	MONTHLY SERVICE		24.33
	FROM SEP 1 THRU SEP 30		
CITY SERVICES - WATER	MONTHLY SERVICE		35.13
	FROM SEP 1 THRU SEP 30		
CITY SERVICES - SEWER	MONTHLY SERVICE		35.13
	FROM SEP 1 THRU SEP 30		
TOTAL CURRENT CHARGES			118.91
TOTAL AMOUNT DUE - PLEASE PAY THIS AMOUNT			\$118.91
**MEMO ITEM - TOTAL GST	\$2.66		
**MEMO ITEM - TOTAL PST	\$1.71		

GST REG.# R108101320

When legislation required that the water and sewer charges be separated from the telephone billing, a separate bill was created but the billing process was still handled through the same software program used by DMTS. This resulted in the dates still indicating that the charges were for the current month instead of for the previous month. These dates were incorrect. Had a new accounting software program been purchased to administer the water and sewer business, the dates would have been changed to reflect the correct dates (the dates that were on the original hydro bills).

THE CORPORATION OF THE CITY OF DRYDEN
 DRYDEN WATERWORKS DEPARTMENT
 OFFICE HOURS - MON. THRU FRI: 8:30 A.M. TO 4:30 P.M.
 CHEQUES SHOULD BE MADE PAYABLE AT PAR TO CITY OF DRYDEN
 UNPAID BILLS WILL BE COLLECTED ACCORDING TO THE PUBLIC UTILITIES ACT.

PAGE 1 OF 2

BILLING DATE	ACCOUNT NUMBER
OCT 1, 2007	
DATE DUE	16871/ 3581
OCT 23, 2007	

AMOUNT DUE :\$70.26...
 AMOUNT PAID : \$ CS
 PAYMENT DUE AT:
 BUSINESS OFFICE, CITY OF DRYDEN
 30 Van Home Ave., Dryden, P8N 2A7
 (807) 223-1111

DRYDEN ON P8N

PLEASE RETURN THIS PORTION WITH PAYMENT

ACCOUNT NUMBER 16871



THE CORPORATION OF THE CITY OF DRYDEN
 DRYDEN WATERWORKS DEPARTMENT

G.S.T. # R108101320 PAGE 1 OF 2

PAYMENTS RECEIVED AFTER SEP 26 ARE NOT INCLUDED			BILLING DATE	DATE DUE
PREVIOUS BALANCE	PREVIOUS PAYMENTS	BALANCE FORWARD	OCT 1, 2007	OCT 23, 2007
\$.00	\$.00	\$.00	CURRENT CHARGES	AMOUNT DUE
			\$70.26	\$70.26

PAYMENTS ARE DUE BY THE 23RD OF THE MONTH.
 PAYMENTS RECEIVED AFTER THE 23RD WILL BE SUBJECT TO A
 LATE PAYMENT CHARGE

CUSTOMER SUMMARY			
CITY SERVICES - WATER	MONTHLY SERVICE		35.13
	FROM OCT 1 THRU OCT 31		
CITY SERVICES - SEWER	MONTHLY SERVICE		35.13
	FROM OCT 1 THRU OCT 31		
TOTAL CURRENT CHARGES			70.26
TOTAL AMOUNT DUE - PLEASE PAY THIS AMOUNT			\$70.26
**MEMO ITEM - TOTAL GST	\$.00		
**MEMO ITEM - TOTAL PST	\$.00		

With the introduction of the water meters, new software was required which allowed the City to customize the bills and finally put the correct dates back on the bill. The bill shows a monthly flat rate for water and sewer and also a consumption portion based on actual usage. The meters are read the last business day of the month and are billed out the first week of the next month with the due date the 23rd of that month.

CITY OF DRYDEN-DRYDEN WATERWORKS
 30 VAN HORNE AVE
 DRYDEN, ON P8N 2A7
 Phone: (807) 223-1111
 Fax: (807) 223-7149

WATER & SEWER INVOICE

Account #: _____ Billing Date: 27-Jun-2013 Bill From: 04-Jun-2013
 Service Address: _____ Batch #: 2013070301 Bill To: 27-Jun-2013

Due Date : 23-Jul-2013



Make Cheque Payable to
 CITY OF DRYDEN-DRYDEN WATERWORKS

Enter Amount Enclosed



Account Balance \$ 75.64

Amount Due \$ 75.64

Please detach and return top portion with payment. Retain bottom portion for your records.

Account #: _____ Billing Date: 27-Jun-2013 Bill From: 04-Jun-2013
 Service Address: _____ Batch #: 2013070301 Bill To: 27-Jun-2013

Account Details From: 27-Jun-2013

Code	Description	Date	Units	Amount
5/8S	Sewer Service Charge	27/06/13	1.00	27.58
5/8W	Water Service Charge	27/06/13	1.00	27.58
WATR	Water Consumption	27/06/13	1.00	10.24
90046430	27/06/13 Current Reading: 359.17	03/06/13	Prev. Reading: 352.48	Consumption: 6.69 Cubic Meter
	Consumption 6.69 @ 1.53000000	10.24		
SEWR	Sewer Usage	27/06/13	1.00	10.24
	Consumption 6.69 @ 1.53000000	10.24		
	Current Levy			75.64

IMPORTANT NOTES

A LATE PAYMENT CHARGE OF 1% PER MONTH IS APPLIED TO ALL ACCOUNTS WHICH HAVE AN UNPAID BALANCE

New customers will not receive a bill for services in the month they move in. They will receive a bill for services the following month for the previous month's flat rate and usage. For example if a new customer moves in on September 1st they will not see a bill until October and that bill will be based on the metered usage plus the flat rate for September.

For further information, please contact City of Dryden at 223-2225.

July 26, 2013