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**RELATED SERVICE**

**Billing & Payments**



VIEW

# Water Services



LAWN AND NEW SOD WATERING NOTICE

WATER AND WASTEWATER MASTER PLAN UPDATE - NOVEMBER 2019

2023 WATER AND WASTEWATER FLYER

**Water Service Emergencies**

**DRINKING WATER**

The Municipality of Thames Centre owns and operates two municipal drinking water systems which are supplied by groundwater wells. Our systems produce safe, high quality drinking water for the communities of Dorchester and Thorndale.

The 2023 rates have been adjusted to include the rate increase/decrease and the indexing as follows:

**HOW MUCH WILL I PAY EVERY 2 MONTHS IN 2023?**

**2023 Water Rates**

Item Charge / Billing (2 months)	Water
Fixed Fee - Base Rate	\$42.00
Block 1 Volume 0 - 50 m3	\$2.29
Block 2 Volume over 50 m3	\$3.11
Fixed Fee - Fire Protection, Unserviced Properties Only	\$16.81
Fixed Fee - Life Cycle Charge	\$24.05

**2023 Wastewater Rates (including Catherine Street)**

Item Charge / Billing (2 months)	Wastewater
Fixed Fee - Base Rate	\$58.50
Constant Rate per Cubic Meter	\$3.61

To have regard for outdoor water use that does not enter into wastewater system, summer wastewater billing continues to be capped at a maximum of 50m3 for the months of July and August.

**2023 Storm Sewer Rates**

Item Charge / Billing (2 months)	Storm Water
Fixed Fee - Life Cycle Charge	\$11.36

**FREQUENTLY ASKED QUESTIONS**

[Does the Municipality have water restrictions?](#)

[How is the Municipality and water use regulated?](#)

[Why is non-essential water use important?](#)

[Why manage supply and demand?](#)

[What is the hardness of my water?](#)

Periodically we receive calls from residents with questions as to the level of 'hardness' of their municipal drinking water. This information is needed in order to set-up a residential water softener. The MECP aesthetic objective for water hardness is 80-100mg/L. Both the Dorchester and Thorndale water systems are supplied from groundwater wells, and the water is considered 'hard'.

The water hardness (CAC03) in the distribution system is as follows:

Dorchester Water Distribution System.....267mg/L or 15.61 grains of hardness

Thorndale Water Distribution System.....262mg/L or 15.32 grains of hardness

[Does the Municipality test well water?](#)

[Why is my water pressure low?](#)

**PUBLIC WATER NOTICES**

[MLHU - Sodium in Dorchester's Water Supply](#)

[MLHU - Sodium in Thorndale's Water Supply](#)

[MLHU - Elevated Fluoride Levels in Thorndale's Water Supply](#)

**ANNUAL REPORTS**

[Dorchester Annual Report 2023](#)

[Thorndale Annual Report 2023](#)

**For Questions Contact:**

**Kevin Willson** | Environmental Services Superintendent  
Public Works | 519-268-7334 ext. 745

**Attachments**

[Thames Centre Regulation 453/07 Financial Plan](#)

[DWQMS Policy](#)