

UTILITIES

WATER SUPPLY & SEWER INFRASTRUCTURE

WATER SUPPLY

Source: *Lake Ontario*

Contact: **The Regional Municipality of Durham**

Works Department

Address: *105 Consumers Drive*

Whitby, Ontario L1N 6A3

Telephone: *905-668-7721 ext. 5366*

Toronto Line: *1-800-372-1103*

Fax: *905-668-2051*

Website: www.region.durham.on.ca

REGIONAL WATER SUPPLY

Whitby is provided with water by a regional water supply system, which includes three separate water-supply plants incorporating the latest in water-treatment technology. The three supply plants together with water-pumping stations and water storage reservoirs are operated by a central computer-based control system. Water storage facilities have been constructed at elevated locations to provide water by gravity for balancing pressures, fire protection, and an emergency reserve. This system will ensure a safe, reliable water supply now and in the future for industrial, commercial and residential customers in the Whitby area.

RAW WATER SUPPLY

In addition to treated water supply, Durham Region also has a raw water system for supplying industrial users with large volumes of inexpensive processed water.

DISTRIBUTION SYSTEM

An extensive regional water distribution system links the communities of Whitby, Oshawa, Courtice, Ajax and Pickering. In the Whitby area, including Brooklin, there are currently 480 km of watermain, 2,829 hydrants and 28,130 service connections.

PUMPING CAPACITY

The combined capacity of the Whitby, Oshawa and Ajax water supply plants is 87 million imperial gallons (395 million litres) per day.

PRESENT USAGE

With a water supply system capacity of 87 million imperial gallons per day, this regional system has potential capacity for much future growth.

WATER TEMPERATURE

Minimum 2°C

Maximum 20°C

CHEMICAL ANALYSIS (TYPICAL)

Total Hardness as CaCO ₃	135 mg/L
M/O Alkalinity as CaCO ₃	97 mg/L
Chloride as Cl	25 mg/L
pH	7.9
Total Iron as Fe	0.04 mg/L
Silica as SiO ₂	0.52 mg/L
Conductance (mhos 25C)	340 umho/cm
Magnesium as Mg	8 mg/L
Calcium as Ca	40 mg/L
Colour Units	2 true colour units
Turbidity	0.1 NTU

SEWAGE TREATMENT

TREATMENT PROCESS

Whitby is provided with sewage treatment by two water pollution control plants, the Pringle Creek Water Pollution Control Plant and the Corbett Creek Water Pollution Control Plant. The treated effluent from these plants is discharged to Lake Ontario.

CAPACITY

The combined treatment capacity of both plants is 19.25 MIGD (Millions Imperial Gallons per Day).

SANITARY SEWER SYSTEM

Whitby, including Brooklin, is serviced by approximately 392 km (244 miles) of gravity sewers, which discharge to the two water-pollution control plants.

WATER AND SANITARY SEWER RATES

	Monthly Volume	Monthly Water Rate Schedule	Monthly Sanitary Sewer Rate Schedule (Based on Water Meter)
First Block	0 to 10,000 gal./month	\$2.771/1000 gal.	\$4.657/1000 gal.
	0 to 1600 cu. ft./month	\$1.726/100 cu. ft.	\$2.901/100 cu. ft.
	0 to 45 cu. metres/month	\$0.610/cu. metre	\$1.025/cu. metre
Second Block	10,001 to 1,000,000 gal./month	\$2.356/1000 gal.	\$4.098/1000 gal.
	1601 to 160,000 cu. ft./month	\$1.468/100 cu. ft.	\$2.553/100 cu. ft.
	46 to 4500 cu. metres/month	\$0.518/cu. metre	\$0.902/cu. metre
Third Block	Over 1,000,000 gal./month	\$2.163/1000 gal.	\$3.444/1000 gal.
	Over 160,000 cu. ft./month	\$1.348/100 cu. ft.	\$2.146/100 cu. ft.
	Over 4500 cu. metres/month	\$0.476/cu. metre	\$0.758/cu. metre
Multiple Unit	For multiple units, the consumption block limits are calculated by multiplying the above consumption block limits by the number of units. For example, the first block rate limit for an 8-unit mall is 360 cubic metres per month.		

Source : Works Department Regional Municipality of Durham

BASIC CHARGES (\$/MONTH)

Meter or Fire Size Line (inches)	STD	1	1.5	2	2.5	3	4	5	6	8	10	12
Metered Service Charge	10.25	20.82	44.31	95.69		168.23	334.51		621.69	1,059.86	1,724.68	
Minimum Charge		35.00	66.00	128.00		220.00	433.00		791.00	1,300.00	2,059.00	
Unmetered Sprinkler Service Charge		7.91	10.63	20.58	27.27	36.15	72.32	97.08	133.53	222.50	355.04	500.58
Flat Rate	\$24.11 per month per unit											

Source : Works Department Regional Municipality of Durham

OTHER CHARGES

Flat Rate: Water \$27.31 per month per unit
 On/Off Charge: \$58.00 during working hours; \$84.00 after working hours
 Minimum Charge: \$27.00 per month (for meters 25mm and larger)

The above rates reflect a discount for prompt payment. The undiscounted rates are 10% higher than the discounted rates. Usage rates can change at anytime. Inquiries should be directed to the Durham Region Public Works Department.

For further information contact:

Contact: **The Regional Municipality of Durham**
 Customer Service Department
Telephone: 905-571-6611
Toronto Line: 905-686-6611
Fax: 905-571-0148

WASTE REDUCTION PROGRAMS

Solid Waste Management in the Region of Durham is a modified two-tiered responsibility. Two of the eight local area municipalities provide residents with curbside garbage and leaf and yard waste collection services, including Whitby. The Region of Durham is responsible for the disposal of such wastes as well as the collection and processing of all Blue Box recyclables, the operation of four waste disposal sites, and the education and promotion of waste reduction through the 3 R's: Reduce – Reuse – Recycle.

REGIONAL WASTE MANAGEMENT FACILITIES

The Region operates a small rural landfill site in the Township of Brock and three Waste Disposal Sites. These facilities offer residents the opportunity to properly dispose of garbage waste, Blue Box recyclables, wood & brush, leaf & yard wastes, scrap metal, household & car batteries, tires, drywall, motor oil, oil filters, propane tanks, fridges & stoves, as well as other household hazardous waste materials.

The Region's waste site closest to Whitby is located at 1640 Ritson Road North, Oshawa, Telephone: 905-433-2050. The hours of operation are Tuesday to Saturday from 8:00 a.m. to 4:00 p.m. Closed Sundays, Mondays and holidays.

The Region's waste disposal fee is \$120 per 1000 Kg and there is a minimum charge of \$5.00 per vehicle per load. Loads of Blue Box materials and household hazardous wastes are received at no charge provided they are delivered separately and not mixed with any other waste materials.

REGIONAL CURBSIDE AND MULTI-RESIDENTIAL BLUE BOX RECYCLING PROGRAM

The Region is responsible for the curbside collection, processing and marketing of Blue Box recyclables. In addition, Blue Box collection is offered to larger apartment buildings, townhouse complexes, and condominiums provided they receive local municipal garbage collection.

Materials collected include newspapers and inserts, all household papers, magazines, catalogues, telephone books, steel, aluminum and glass food and beverage containers, all plastic bottles with a twist off top, all milk/cream and juice cartons, empty dry metal paint cans, empty aerosol cans, ice cream tubs, margarine and yoghurt containers, aluminum pie plates, boxboard such as cereal and shoe boxes and corrugated cardboard.

For more information, call the Region of Durham, Works Department, 905-579-5264.

WHITBY HYDRO ENERGY SERVICES

Address: 100 Taunton Road East, P.O. Box 59
Whitby, ON L1N 5R8

Telephone: 905-668-5878

Fax: 905-668-6598

Website: www.whitbyhydro.on.ca

The Whitby Hydro Energy Services has served the residents, businesses and industries of the Town since 1903. Its long reputation of reliable, low cost energy has made Whitby Hydro a leader in electricity industry reform.

Whitby Hydro offers a full range of Electrical Engineering & Consulting Services for the medium and large size industrial customers, including:

- Substation Design and Construction
- Distribution System Design and Construction
- System Analysis and Data Collection
- Project Management
- Sub-metering
- Energy Consultation

Commercial and industrial electricity rates are among the lowest in Durham Region. Rates are available upon request for all application and markets.



ELECTRICITY COMPETITION

The Government of Ontario opened its electricity market to competition on May 1, 2002, and users now have the choice in how they buy electricity. Larger electricity users may wish to have an Ontario Energy Board approved consultant to negotiate a fixed rate contract with a retailer on their behalf. In Durham Region, Whitby Hydro Energy Services is an approved OEB consultant. They can be reached at 905-668-8480.

NATURAL GAS

Contact: **Enbridge Gas Distribution Inc.**

Telephone: 1-877-362-7434

Website: www.cgc.enbridge.com

Enbridge Consumers Gas has a solid reputation for quality and service. The diversification of natural gas is shown by its use in industrial, commercial and residential markets. New equipment technologies offer alternatives to a wide variety of uses in these markets.

Natural gas is a very cost competitive and abundantly available energy source for use in space heating, domestic water, cooking, and industrial process applications.

Utilization advisors for industrial and commercial applications are available to demonstrate how energy savings translate to cost savings. For an on-site appointment please call toll free 1-800-529-8034 or email at energyservice@cgc.enbridge.com. Natural gas rates are available upon request for all applications and markets.

