

## **FAQ – Utilities**

### **How do I set up a water account?**

Application for water service must be made at City Hall or by calling Water Services at (306) 682-2525.

### **Is there a connect fee?**

Property owners wishing to connect water must pay a \$140.00 deposit. Water services will NOT be provided until the deposit is paid.

### **What happens to the deposit when I move?**

When a resident moves to a new location within the City the deposit is transferred. When a resident disconnects services and does not require a hook up at another location in the City the deposit is applied against the final bill and if there is a credit, a refund cheque is issued. If a resident moves to another location within City limits, there is a \$20 transfer fee and the deposit is transferred to the new location.

### **How often do I receive a bill and what are the rates?**

Residential properties are billed every two months. Commercial properties are billed monthly.

### **When is my bill due?**

The due date is clearly stated on the utility bill.

### **How do I pay my water bill?**

At City Hall:

- From 9:00 am – 4:00 pm you can pay by cash, cheque or debit card. After hours, please use the 24 hour deposit box by the front door.

Mail To:

- City of Humboldt  
Box 640  
Humboldt, SK S0K 2A0

By Phone:

- You can pay your utility account from your home if you use a telephone payment service through your financial institution.

At your Financial Institution:

- You can pay your utility account at most financial institutions.

Pre-Authorized Payment Plan:

- To enroll, print off the application form and send it along with a void cheque to: City of Humboldt, Box 640, Humboldt, SK, S0K 2A0
- After your initial authorization, we will automatically debit your bank account for the billed amount shown on your utility statement. You will continue to receive a (bi) monthly invoice which lists your utility charges.

### **Can I pay my water bill by Visa?**

Currently the City of Humboldt is not set up to accept any credit card payments.

### **Why is my water bill so high?**

Possibilities:

- Plumbing leaks in toilets and taps.
- The timing of the readings. Readings are not always taken on the same date each month. This could increase the number of days in a billing period.
- An increase in the number of people in the household.
- Using more water for watering lawns and gardens.

### **What should I do if I think my meter is not working properly?**

Take a night reading when you are done using water for the day, followed by a morning reading. Meter movement overnight may mean a plumbing problem. Please call your plumber to fix the problem.

### **How do I know if you toilet is leaking?**

A good test is to use the dye test. Put a few drops of food coloring in the tank of your toilet. Do not flush your toilet for at least 30 minutes. Food coloring should not appear in your toilet bowl. If you food coloring does appear then your toilet is leaking and you should contact a plumber to fix the problem.