



ALTO UTILITIES LTD.

Dear Alto Customers,

In August 2024, Alto Utilities applied to the Provincial Comptroller for a rate increase effective October 1, 2024. The Comptroller approved the rate increase at the end of November 2024 effective October 1, 2024.

These rate increases reflect Alto's plan for future replacement of its aging infrastructure. The water system plays a crucial role in providing water for various purposes such as drinking, washing, flushing, Fire Protection, and irrigation.

This letter shows the approved rate changes for the next three years. Beginning January 1st, 2025, **Alto Utilities will be moving to quarterly billing** as follows: January 1, April 1, July 1, and October 1.

APPROVED RATE INCREASE

Water Rates	Approved		
	2024	2025	2026
	Effective Oct 1	Effective Oct 1	Effective Oct 1
Residential Service Flat Rate, per month	\$84.00	\$98.50	\$117.00
Commercial – Peter Greer Elementary School, per month	\$1680.00	\$1970.00	\$2335.00
Meter Rates – Winfield United Church, per month	\$55.50	\$65.00	\$77.50
per cubic meter charge	\$2.16	\$2.40	\$2.70
Vacant Lot Charge, per annum (Availability of Service Rent Charge)	\$504.00	\$591.00	\$700.00

RATE ADJUSTMENT 1ST QUARTER (JANUARY 1 – MARCH 31)

Since the new rate was approved **after** the fall billing (October 1st, 2024), the October billing did not reflect the new rates. As a result, January 1st, 2025 water charges will be \$81.00. This adjustment accounts for the difference between the previous rate and the new approved rate (see chart below for explanation).

Single Family Dwelling	Per Month Charges	October 1– March 31 Water Charges
Previous 2022 Rate Charged on October 1 st , 2024 Water Bills	\$70.50	\$423.00
New 2024 Approved Rate Change for October 1 st , 2024	\$84.00	
Difference in monthly Billing Rate \$84.00 - \$70.50 = \$13.50	\$13.50	
What you will see on your First Quarter Bill (January 1 st) \$13.50 x 6 months		\$81.00

Subsequent Water Charges

After April 1st, water charges for a single detached home will be \$252.00 (\$84.00/month x 3 months) and be charged April 1, and July 1. Rates will increase on October 1, 2025 to \$98.50/month as reflected in above chart.

We hope this is clear, if you have questions please contact Alto at: alto.utilities@shaw.ca or call 250-766-4486.

Order 2670 and Tariff #9 outline the rate changes and are available upon request. They also can be viewed and downloaded from Alto Utilities' website: altoutilities.com

Sincerely,

Alto Utilities