We hear you!

The Town acknowledges concerns of our residents in regard to recent increases in your water & sewer utility invoices and wishes to address several factors that have impacted the last two quarterly water & sewer utility invoices.

Due to technical issues with the system and timing of meter readings, the following variances are significant and will have impacted the total of your bill. Please note the November meter readings & bill will align with the standard billing cycle. Given the May 31st invoice represented over four months, and the August 31st billing also included an additional week, the amounts on those bills were higher than a standard quarterly bill simply because they included more days of water consumption. All billings are based on actual meter readings, and no one is charged for water not utilized.

Issued Date	Billing Period on Invoice	Actual Billing Period	# of Days Stated on Invoice	Actual # of Days
May 31, 2026	Feb 16 – May 15	Feb 16 – June 22	88	126
Aug. 31, 2026	May 16- Aug. 15	June 23 – Sept. 30	91	99
Nov. 30, 2026	Aug. 16-Nov. 15	Oct. 1-Nov.15	91	45
Total # of days			270	270

The information below summarizes the increases in water & sewer rates for RESIDENTIAL customers as per Bylaw 9-2025. The first rate increase occurred on the May, 2026 invoice, the August, 2026 invoice was based on the same rates. The second increase will appear on the November, 2026 invoice, with February, 2027 invoice being on the same rates. The final increase is slated for the May, 2027 invoice.

Rate Increase 1

February 16th – May 15th, 2026 (Completed)

Charge	Quarterly amount
Water (up to 6,000 gallons) $15/additional 1,000 over	$80.00
Sewer (50% of water)	$40.00
Infrastructure fee ($10/month)	$30.00

Minimum quarterly bill **$150.00**

Rate Increase 2

August 16th – November 15th, 2026 (Bills are scheduled to be sent out November 30th, 2026)

Charge	Quarterly amount
Water (up to 6,000 gallons) $15/additional 1,000 over	$80.00
Sewer (50% of water)	$40.00
Infrastructure fee ($20/month)	$60.00

Minimum quarterly bill **$180.00**

Rate Increase 3

February 16th – May 15th, 2027 (Bills are scheduled to be sent out May 31st, 2027)

Charge	Quarterly amount
Water (up to 6,000 gallons) $15/additional 1,000 over	$85.00
Sewer (50% of water)	$42.50
Infrastructure fee ($25/month)	$75.00

Minimum quarterly bill $202.50

The above increases were approved by Council in September, 2025. The full bylaw is available on the website: Sewer-Water-Rates-Bylaw.pdf

The Town of Delisle has enjoyed a relatively low-maintenance water treatment plant as a result of extensive upgrades completed in 2009 during which new wells, new pumps, and a new generator were added at a cost of just over $1,000,000. Now 17 years later, these upgrades are aging. Utility infrastructure throughout town is replaced as is needed when there is a break in the line or when a major road replacement project is undertaken such as the replacement of the 500 block of Main street in 2021. However, 75% of the remaining infrastructure throughout Town was installed between 1962-1973 and is reaching; or has exceeded, its expected maximum useful life. While the residents have enjoyed historically low cost utilities, the Town does not have any capital infrastructure reserves and there is a need to begin building reserves to maintain the water treatment plant and current existing water/sewer infrastructure.

The comprehensive review undertaken highlighted the critical stage at which increases were needed to begin to establish a reserve to address aging infrastructure.
As outlined in the report, the Town's Water & Sewer utility has accrued losses (excluding grants) of $215 thousand over the last ten years. The intent of the utility is to function on a self-sufficient basis and continued losses without adequate reserves are not sustainable.

In summary, the above rate increases were approved after significant consideration and review of the Town's Water & Sewer Utility.

A complete copy of The Utility Rate Review is available on the website: Delisle Utility Rate Review