



**DUNDURN RURAL
WATER UTILITY**

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Monday - Friday 8 a.m. - 4 p.m.

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DUNDURN RURAL WATER UTILITY

BADGER PROJECT

Our Badger project is now complete! All of our water users now have badger endpoints which means the meters can now be read from the office. We have replaced all but 2 of our old meters with new Badger meters. A benefit to our subscribers with this new system is you can now monitor your own water usage with the EyeOnWater app.

Currently only 22% of our subscribers have installed the EyeOnWater app on their phone or computer. The app has helped us save thousands of dollars in repair costs as the app tells us when there is a water leak or when the meter is close to freezing. Some of the most common leak issues is with peoples floats not working properly, their solenoid valve failing, furnace humidifier filters being plugged and toilets overflowing in the back of the tank which cannot be heard. If you are unsure of how to install the app on your phone or want the information sent to you please email drwu@sasktel.net or call our office at 306-492-2566 and we would be happy to walk you through it.



Merry Christmas!

On behalf of the Board of Directors and Staff of the Dundurn Rural Water Utility we wish our Valued Subscribers a Very Happy and Prosperous New Year!



2023 Water Rates

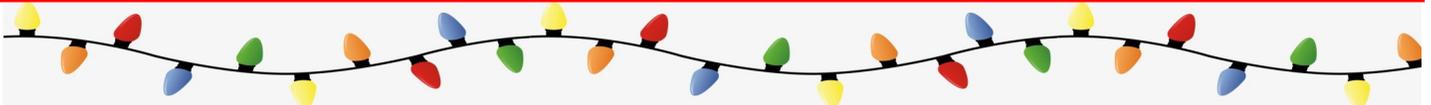
The City of Saskatoon & SaskWater are increasing the Utility's water rate for the 2023 year by 3.63%. The Utility has decided to increase our water service charge by \$1.00 starting on January 1st, 2023. The new bylaw has been approved by the Saskatchewan Municipal Board. The new service charge will be \$27.00 per month for water users. The water rate will remain the same.

The Dundurn Rural Water Utility Office will be closed on Monday, January 2, 2023 for January 1st, and Monday, February 20th for Family Day.



DID YOU KNOW....

- * We keep our website updated (be sure to check during water related emergencies). Check for all other current information. Our web-site is: www.dundurnruralwater.ca
- * We now process monthly water bills - if you would like to change from quarterly billing to monthly please call the office . But remember - to receive a monthly bill you must receive your bill by email (eNotice).
- * We can now send out water bills to more then one email address. If you would like your water bill emailed to a second email please contact the office to update.
- * If you get an emergency alert from DRWU about a water related emergency it AFFECTS you - if you haven't heard from us it means it DOES NOT affect you.
- * If you don't give us your address change, email address change, or change of phone number we will not be able to contact you. Please ensure you keep the Utility up to date.
- * If your meter is squealing - you do NOT have to put up with it - call the office and our maintenance staff will fix that!
- * Please notify our office if you sell your property as a final read of your meter will need to be completed. Please provide our office with the new owners name and telephone number.



DRWU—2022 Annual Review

As 2022 comes to a close, we look back on the growth of Dundurn Rural Water. In the past year the Utility had 5 new subscribers sign up for a new water connection, which were all installed by November 2022. We continue to get many inquiries on new water connections. We have installed 27 water meters to curbside customers.

As of September 30th, 2022, there were 779 water connections and 446 curbside stops. We estimate our end users including the residents of the Towns of Dundurn and Hanley, the Resort Villages of Shields and Thode and Riverside Estates to be 4333 water people (Sept 2022).

We are proud of our Utility and look forward to 2023.

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DRWU—STAFF CONTACT INFORMATION

Rosalind L. Arndt—*Administrator*

Jason Bellina—*Maintenance Supervisor*

Chantel Hendry—*Administrative Assistant*

Brian McNutt—*Maintenance Technician*

Barbara Olyniuk—*Administrative Assistant*

Don Suttie—*Maintenance Assistant*

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Maintenance Emergencies—306-381-3555

