



ALTO UTILITIES LTD.

Dear Alto Customers,

Last August, Alto Utilities applied for a rate increase from the Provincial Comptroller effective October 1, 2024. At the end of November 2024, the Comptroller approved the rate increase effective October 1, 2024 and the rates for the next three years are outlined below:

This letter explains the monetary changes that will appear on your First Quarter (January) Water bill.

RATE INCREASE

Your billing will have a rate increase as outlined in the following chart:

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
plus per cubic meter	\$2.16	\$2.40	\$2.70
Availability of Service (Rent) Charge, per annum	\$504.00	\$591.00	\$700.00

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

Starting January 2025 Alto Utilities will be moving to quarterly billing as follows: January 1, April 1, July 1, and October 1. Because the Comptroller approved the rate after the fall billing (October 1) the October billing did not reflect the new rates. As a result, January water charges will be \$81.00; this is the difference between the previous rate and the new rate for the period of October-March ($\$84.00/\text{month} - \$70.50/\text{month} \times 6 \text{ months} = \81.00).

Subsequent Water Charges

Water charges for a single detached home will be \$252.00 ($\$84.00/\text{month} \times 3 \text{ months}$) and be charged April 1, and July 1. Rates will increase on October 1, 2025 to \$98.50/month.

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

Additionally, Order 2670 and Tariff #9, which outline the rate changes, are available for viewing upon request or you can access them on Alto's website.

Sincerely,

Alto Utilities