

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 moved **to quarterly billing** as follows: January 1, April 1, July 1, and October 1.

APPROVED RATE INCREASES

Water Rates	Approved		
	2024	2025	2026
	Effective Oct 1st	Effective Oct 1st	Effective Oct 1st
Residential Service Flat Rate, per month	\$84.00	\$98.50	\$117.00
Commercial – Peter Greer Elementary School, per month	\$1,680.00	\$1,970.00	\$2,335.00
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

New Billing Information

For October 1st, 2025, Alto Utilities' invoices will have a new format that will reflect the allocation of the water charges. There will be three additional categories:

1. **Water Charges** – *expenses related to water delivery*
2. **RRTF Contributions** – *quarterly water charges for infrastructure upgrades*
3. **RCTF Contributions** – *quarterly water charges for future Water Treatment*

Activity	Monthly Rate	Quarterly Rate
Water Charges (per unit)	\$56.92	\$170.75
RRTF Contribution (per unit)	\$32.50	\$97.50
RCTF Contribution (per unit)	\$9.08	\$27.25
Total	\$98.50	\$295.50

By comparing the two charts above you can see how the 2025 approved *Residential Service Flat Rate* (\$98.50) is broken down into its three constituent parts: *Water Charges*, *RRTF Contributions*, and *RCTF Contributions*.