



# DUNDURN RURAL WATER UTILITY

PO BOX 442

DUNDURN, SK S0K 1K0

Phone: 306-492-2566

Fax: 306-492-2564

E-Mail: [admin@dundurnruralwater.ca](mailto:admin@dundurnruralwater.ca)

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**Date:** 2026

**Re:** New Subscriber to Dundurn Rural Water Utility

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**Dear Subscriber,  
Welcome!**

*The Dundurn Rural Water Utility (DRWU) is pleased to welcome you as a new Dundurn Rural Water Utility subscriber!*

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## **ABOUT OUR WATER BILLINGS:**

### **Billing Periods for our Quarterly Water Subscribers & Curb Stops are:**

- January 1—March 31
- April 1—June 30
- July 1—September 30
- October 1—December 31

- You have a choice to receive your bill monthly or quarterly. **However, if you choose to receive a monthly bill, you must receive your bill by eNotice (email).** Monthly billings are not available to our curb stop customers.

The Dundurn Rural Water Utility has implemented a Sustainability Fund Charge on each subscriber. There will be a flat fee charge of **\$1.00 per month on each curb stop**. If you are using water, there will be a **.05/cubic meter charge**. For a typical household, this means a monthly charge of approximately \$1.75.

If you have a curb stop only, your Operation Fee (monthly Service Charge) shown as Op Fee on your bill is **\$11.00 per month**. **Your quarterly billing will be \$36.00 which includes the \$1.00 per month Sustainability Fund charge.**

If you have a water meter installed, your Op Fee with water is currently set at **\$27.00 per month**. Your quarterly billing will be **\$84.00** for the minimum Service Charge or Op Fee including the Sustainability Fund charge.

# ABOUT OUR WATER BILLINGS (CONTINUED):

The water rate for 2026 is **\$4.495 per cubic meter** (or \$20.43 per 1000 gallons) plus the Sustainability Fund charge. **One cubic meter = 220 gallons.** You will be billed for each cubic meter of water consumed.

## \*\*Example of DRWU Water Bill\*\*

### Dundurn Rural Water Utility

PO Box 442  
 Dundurn SK S0K 1K0  
 Business: (306)492-2566  
 Fax: (306)492-2564  
 Email: [admin@dundurnruralwater.ca](mailto:admin@dundurnruralwater.ca)

Name  
 Address

### UTILITY NOTICE

<b>Date Issued:</b>	
29-Dec-2025	
<b>Due Date:</b>	
23-Jan-2026	
<b>Customer Number:</b>	<b>Account Number:</b>
316	01735 0030
<b>Service Address:</b>	
<b>Billing Period:</b>	
01-Oct-2025 - 31-Dec-2025	

<b>Balance 26-Sep-2025:</b>	0.00
<b>Payments Received:</b>	-186.23
<b>Interest Charges:</b>	0.00
<b>Other:</b>	186.23
<b>Balance Forward:</b>	0.00
<b>Water</b>	101.08
<b>Op Fee w/Water</b>	81.00
<b>Sustainability Fund</b>	3.00
<b>Sust. Fund - Water</b>	1.15
<b>Total New Charges:</b>	186.23
<b>Total Due:</b>	<b>186.23</b>

Days	Current Rdg	Previous Rdg	Usage
91	568 CUBIC	545 CUBIC	23 CUBIC A
			Actual Reading ↑
<b>Actual meter reading</b>			

If there is an "E" instead of an "A", the billing was estimated instead of an actual reading

### PRE-AUTHORIZED PAYMENTS:

- If you choose to set up a pre-authorized payment by **credit card**, we will enter the payment on or about the **10th** day of the following month.
- If you choose to set up a pre-authorized payment by **automatic bank withdrawal** from your chequing account, you have a choice between it coming out of your account on or about the **16th or 23rd** of the following month.

### OTHER WAYS TO PAY:

- Mail us a cheque
- Pay by cash or card at our office
- Set up Dundurn Rural Water Utility as a payee through your online banking app (if you cannot find us as a payee with your bank, please contact the office).
- Send an E-Transfer to [admin@ruralwater.ca](mailto:admin@ruralwater.ca)
- We also have a mail slot on our front door to drop off payment after hours

## **ABOUT OUR WATER BILLINGS (CONTINUED):**

**\*\*IMPORTANT!\*\*** - If a credit card payment is declined, a Declined Credit Card Transaction Processing Fee of \$20.00 will be charged. If your automatic debit declines, there will be a \$20.00 NSF charge. If you **pay your declined charge** within 7 days of notice you will not have to pay the \$20.00 Processing/NSF charge.

If you choose to not be on an automatic payment plan, **your payment must be received by the 23<sup>rd</sup> day following a billing period.** Interest will be added on at 2% per month until the payment is received. If we do not receive your payment by the 10<sup>th</sup> day of the 2<sup>nd</sup> month following a billing period, a shut-off notice will be issued and the water will not be turned back on until the **full payment** including interest **along with** a one hundred (\$100.00) fee for reconnection is paid.

### **ALL DRWU USERS MUST SIGN A SUBSCRIBER AGREEMENT**

Please contact our office at your earliest convenience to sign your agreement if you have not already done so. If you are buying a property from an existing DRWU subscriber, a Transfer of Property Agreement must be signed and a fee of one hundred (**\$100.00**) dollars will be charged.

**The following information is available on our website:  
[www.dundurnruralwater.ca](http://www.dundurnruralwater.ca)**

- ◆ 1. Drinking Water Quality and Compliance—Annual Notice to Consumers
- ◆ 2. Current Newsletters
- ◆ 3. Annual General Meeting Report to Subscribers
- ◆ 4. eNotice Consent Form
- ◆ 5. Pre-Authorized Forms (to set up pre-authorized credit card or bank account withdrawal payment).





## **EMERGENCY ALERTS — VOYENT**



***Should there ever be a water-related emergency, we will notify you through our program called Voyent.***



### **E-MAIL ALERTS:**

- If you chose to receive an email as your alert, it will come from: Dundurn Rural Water Utility **alert@voyent-alert.com**
- Please make sure to add this email address in your address book so that it does not go to SPAM
- **You will have to click on the green RESPOND button, then click on the green RESPOND and then click on CONFIRM RECEIPT.**

### **TEXT MESSAGE ALERTS:**

- If you chose to receive a text message as your alert, it will come from: **25378** and you will see DUNDURN RURAL WATER UTILITY (in all caps)
- **To respond click on the link at the end of the text message, then click on the green RESPOND button and then click on CONFIRM RECEIPT**
- The text will **ALWAYS** come from 25378—so you can add this number as a contact in your phone as “DRWU-Emergency”

### **PHONE CALL ALERTS:**

- If you chose to receive a phone call as your alert, it will come from: **306-492-2566 Dundurn Rural Water Utility**. There may be up to a 3 second delay before you hear someone speak
- Press 1 at the end of the message to confirm receipt
- If you miss the phone call and receive a voice message, please contact the office to confirm receipt of the alert. You cannot press 1 in the voicemail message.

**If you want to change how you receive alerts, please call our office at 306-492-2566.**

**It is very important that you confirm you have received an alert – if you do not confirm, the office will have to call you as the Water Security Agency says we must know that all subscribers received the alert.**

## **A FEW MORE IMPORTANT NOTES:**

Please check your mechanical assembly periodically for any leaks or squeals. With our new Badger meter reading system, you can now monitor your own water consumption and set a leak alert. If you are going away for the week-end or longer, we suggest you shut off your incoming water and solenoid valves while away. This is the first valve at the beginning of the meter assembly board. If you are going away for an extended period of time and would prefer to have your water shut off at the curb stop, there is a \$25.00 fee for this service.

Please ensure your water meter does not freeze (if installed in a garage or outbuilding).

**Heat must be on in the mechanical room.**

A frozen meter is no longer usable and will need to be replaced at **your** cost.

### **AFTER HOURS (EMERGENCIES):**

For after hours emergencies only,  
please call:

- **Jason Bellina: 306-381-3555**
- OR
- **Brian McNutt: 306-361-6555**

### **OFFICE HOURS:**

**Monday—Friday**  
**8:00 AM to 4:00 PM**

*We welcome any comments or suggestions  
and encourage you to email them to  
**admin@dundurnruralwater.ca**. If you  
don't have an email, please call our office*

Yours truly,

***DUNDURN RURAL WATER UTILITY***

Jason Bellina, Administrator

Chantel Hendry, Administrative Assistant  
Brian McNutt, Operations & Maintenance Technician  
Don Suttie, Maintenance Assistant

