



TERMINOLOGY

Billing Period - Reflects the period which the water meter is read to determine consumption.

Garbage and Landfill - Collected for the pick-up and disposal of waste and the operation of the City Landfill.

Historic Usage - Details historical water usage from previous bills and is measured in m³ of water (1 m³ = 1000 litres).

Meter ID # (updated) - The number attached to a residential water meter.

MTR - Charges are based on the size of water meter and collected to cover the cost of infrastructure upgrades, such as water and sewer line replacement.

Notice Board (new) - Additional information on the utility bill to inform residents of abnormal water usage, rate changes or other important information.

Stormwater (updated) - Charges are collected to operate and upgrade stormwater infrastructure.

Water Consumption - Based on the volume of water (m³) used during the billing period.

PAYMENT OPTIONS

- Preauthorized Debit Agreement (automatic bank withdrawals) visit lloydminster.ca/water
- Online Payment vch.lloydminster.ca/vch
- Credit Card vch.lloydminster.ca/vch
- Pay in Person at City Hall - 4420 50 Avenue
- Mail – City of Lloydminster,
- After Hours – a drop off mail slot available at the west entrance of City Hall. The mail slot is available Saturday, Sundays and holidays from 8 a.m. to 6 p.m.

Please include an account number and make all cheques payable to City of Lloydminster.

- Or, visit your Financial Institutions in person, by phone, or via the internet to explore other payment options

CUSTOMER ASSISTANCE

Monday to Friday 8:00 a.m. – 5:00 p.m.
Closed Saturday, Sunday and Stat Holidays
Email: water@lloydminster.ca

For water consumption inquiries, account balances or account assistance
Call - 780-875-6184 ext. 2125

To make bill payments with a credit card
Call - 780-875-6184 ext. 2129

For Stormwater charges or Landfill charges
Call - 780-875-6184 ext. 2796

For information on the new AMI meter reading system, Water Meter Replacement Program or other general information visit our website at lloydminster.ca/watermeters

For after hours emergencies
Call - 780-872-5418

PAYING BILLS ON TIME

Some financial institutions take up to five business days to forward payments to our office. Please allow sufficient processing time of payments to avoid late penalty fees.

Please refer to the “Payment Return Slip” at the bottom of your Utility Invoice for the **Late Penalty Fees Applied Date**

MOVING?

When moving or cancelling services, please provide three business days notice. All charges will be billed until service is cancelled. Service can be arranged by calling **780-875-6184 ext. 2125** or by visiting lloydminster.ca/water