



Water and Waste Department • Service des eaux et des déchets

July 2, 2014

Important Notice about Your Water Service

If you have been running a cold water tap inside your property continuously to prevent the water pipe from freezing, you can stop now.

Once you shut off the tap, record your water meter reading and provide it to us so that we can adjust your utility bill. If you have already shut off the tap and provided us with a water meter reading, please disregard this notice.

Providing us with a meter reading

Because we are experiencing higher than usual call volumes, we recommend you provide us with your meter reading and the following information by:

- email at utilitybill@winnipeg.ca
- fax at 204-954-1758

If you do not have access to email or fax, please phone 204-986-2455 (see Utility Billing Centre hours of operation below).

1. Water meter reading

Option A Write down every number from left to right exactly as it appears on the meter's dial, including all zeros

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Option B Take a picture of the meter reading, making sure that every number on the meter's dial is clearly visible

2. Date of water meter reading _____

3. Address _____

4. Phone number (day) _____ alternate(s) _____

For information about billing related to frozen water pipes

- visit our website at winnipeg.ca/waterandwaste/billing/billingRelatedToFrozenPipes.stm
- contact our Utility Billing Centre by phone at 204-986-2455 or by email at utilitybill@winnipeg.ca

Utility Billing Centre Hours of Operation

- 8:30 am to 7:00 pm Monday through Thursday
- 8:30 am to 4:30 pm Friday
- 8:30 am to 4:30 pm Saturday, except Saturdays on holiday long weekends