



FREQUENTLY ASKED QUESTIONS UTILITY BILLING

WHY IS IT TAKING SO MUCH TIME FOR STAFF TO ANSWER MY CALL/EMAIL?

Thank you for your patience as at this time we are seeing an above average number of requests and we want to ensure we address each request thoroughly and accurately. We are addressing each request in the order that they were received and we will be in contact with you to address yours as soon as possible.

In May 2023, the City of Abbotsford began replacing the current Advanced Metering Infrastructure (AMI) System. As we get closer to completion, more and more meters are taken off the old system and are being transferred to the new service system. As a result, this change has increased the number of requests we receive. If you would like additional information regarding the new AMI System, please visit: **Advanced Metering Infrastructure Replacement Program | City of Abbotsford**

WHY IS MY BILL SO HIGH?

There are a few reasons your bill may have increased. It could be due to:

- of the number of days within your billing cycle increased;
- there could be a constant flow of water occurring on your property, which could result in an increase to your utility bill;
- a previous utility bill wasn't paid in full and the payment was added to your current statement; or
- your past bills were previously estimated. You can check to see if this is the case by looking at your past bills. If you find that you were estimated, your next manual reading will reconcile for any previously under-estimated consumption and this could result in a higher than normal utility bill.

MY BILL IS ZERO DOLLARS, BUT WE ARE STILL USING WATER. WHY?

Your previous bill may have been over-estimated. Please review your past bills to see if they were estimated. If you find that you were estimated your next manual reading would reconcile your over-estimate resulting in a zero-dollar bill; or

it could be due to mechanical failure. If the meter fails it does so in favour of the customer and can result in lower or zero-dollar bills.

THERE IS WATER POURING OUT OF MY METER BOX. WHAT DO I DO?

Please contact the City of Abbotsford's Operations team. They will send an Operator to investigate.

Day Phone: 604-853-5485

After Hours Phone: 604-864-5552 (after 3:30pm)

I SUSPECT I HAVE A LEAK. WHERE CAN I CHECK?

Common Areas to inspect include (but are not limited to): toilets, hot water tanks, pressure regulating valves (PRV), faucets, taps, fixtures, hoses, waterlines to dishwasher, washing machine, refrigerator (with water/ice) and irrigation systems.

I'M MOVING, HOW DO I CANCEL MY UTILITY BILL?

If you sold your property, your lawyer or notary will request final utility bill and you will see this adjustment on your Statement of Adjustments. If you are a landlord or legal office, please visit abbotsford.ca and search "final utility bill request form". Complete the form and submit it to the email listed on the form.

I THINK I HAVE A RUNNING TOILET. HOW CAN I CHECK?

You can find instructions on how to check your toilets by following this link: [2024 Dye Testing your Toilets - Instructions](#). Alternately, you can come see us at our City Hall 4th floor counter and we will give you instructions and dye tabs to check the toilets in your home.

I FIXED A BROKEN FIXTURE/LEFT A HOSE RUNNING/IRRIGATED IN THE SUMMER. MY BILL DIDN'T GET ANY HIGHER, IS THAT NORMAL?

If your usage was estimated, it is likely that not all of the consumption was accounted for and it will be reflected later on your next manual reading.

If my main water line breaks, who's responsibility is that?

The City of Abbotsford services up to the water meter. Anything between the house and the meter is the responsibility of the home owner.

HOW CAN I DISCUSS OUR UTILITY BILL WITH STAFF AT THE CITY?

The fastest way is to come see us at our City Hall counter. It is open for inquiries from 8:30 a.m. - 4:30 p.m. Monday - Friday.

You can also email us at wateruse@abbotsford.ca and we will reply in order of receipt. You can also call us: 604-864-5511, leave us your name, account number, phone number and the reason for your call. We will look into your account and respond in order of receipt.

HOW DO I DISCONNECT/RECONNECT OR UPGRADE MY SERVICES?

Please email utilitypermits@abbotsford.ca for your request.

FAQ



DYE TESTING YOUR TOILETS INSTRUCTIONS

****FLUSH YOUR TOILETS BEFORE STARTING THE PROCESS****

1

REMOVE TOILET LID

Take the lid off of the top of the toilet tank.



2

CHOOSE FROM ONE OF THE BELOW OPTIONS

- Add 3-5 drops of food colouring; or
- 1-2 cups of dark coloured juice (ex: cranberry juice); or
- One dye tab – You can get these at City Hall for free or you can purchase for minimal cost at any hardware store.



3

POUR/DROP YOUR SELECTION INTO THE TOILET TANK

5

WAIT 30 MINS TO AN HOUR

4

DO NOT FLUSH



6

LOOK INTO THE TOILET BOWL AT THE WATER

If there **is colour** in the bowl, your toilet will need to be repaired.

Please contact a licensed professional if you are not able to complete repairs yourself.

