

# NEW Water Consumption Portal

Stay informed about your water consumption and help reduce the risk of extended leaks!

The Town of BWG has launched a new Water Consumption Portal for property owners to monitor their water consumption prior to receiving their water/wastewater utility bill. The online portal also allows owners to set up email notifications when higher than normal water usage is detected at their property.

## Create your online account today!

Create an account to view real-time water consumption data for your property.

Visit [my-bwg.sensus-analytics.ca](http://my-bwg.sensus-analytics.ca) or scan the QR code to sign in/create an account.



If this is your first time using the portal, you will need to set up an account. A copy of your water bill is required to retrieve your Account Number and Meter ID.

- 1 Select the **"Need to set up and account?"** link on the sign in window. Review the terms and conditions and click **"I Accept"** to get started.
- 2 Enter your email address in the text field and select **"Get Started"**. A link will be sent to this email address. Please click on the link or copy the URL into your web browser to proceed.
- 3 Add your Account Number, Meter ID, and create a password in the text fields provided and click **"Submit"** to complete the signup process.

Visit [www.townofbwg.com/waterportal](http://www.townofbwg.com/waterportal) for more information, including detailed instructions and video tutorials on setting up your account, navigating the portal, and setting up alerts.

## What can you do in the customer portal?



- View your water usage in real-time.
- Set up email notifications for higher than normal water usage.
- Manage multiple properties under a single account. Add nicknames to easily identify each property!

**Please Note:** only one account is permitted per property/meter number so accounts are reserved for property owners only. If you are a tenant, and wish to receive water usage data for your home, please speak to your landlord about adding you as a recipient of the usage notifications.

## Did you know?

### Billing

Water/wastewater bills are issued in January, March, May, July, September, and November annually. Bills are calculated based on usage over two months, as well as a fixed fee that you pay regardless of whether you use the utility.

For more information, including current usage rates, visit:  
[www.townofbwg.com/utilitybilling](http://www.townofbwg.com/utilitybilling)

### Accidental Water Leak Forgiveness

The Town is offering limited financial relief to eligible residential customers to address abnormally high water and wastewater bills due to accidental plumbing failures.

- ✓ Can only be applied for once every 5 years.
- ✓ The leak must be at least 2x the consumption as compared to the same time in the previous year.
- ✓ The Town will adjust half of the leak portion of the bill once proven that the leak has been fixed.

## Preventing leaks

Although leaks can occur from faucets, water softeners, sprinkler systems, and other household equipment connected to water, the most common culprit for leaks are toilets.

### Checking for leaks

If you suspect you have a leak, read your water meter before and after a 2-hour period when no water is being used. If the meter reading has changed, there may be a leak within your home.

To check toilets for leaks, place a few drops of food colouring in your toilet tank. If the colour appears in the bowl without flushing, you have a leak.



*Scan to learn more about fixing your leaks!*

## Lawn Watering By-Law

From **June 1 to September 30** annually, lawn water is permitted only:

- At **EVEN** numbered addresses on **EVEN** numbered days, and
- **ODD** numbered addresses on **ODD** numbered days.

[www.townofbwg.com/lawnwatering](http://www.townofbwg.com/lawnwatering)

## Who do I call in a water/wastewater emergency?

During regular office hours (Mon.-Fri.; 8:30 am to 4:30 pm) please contact Water Services at 905 775 5366 ext. 2300.

For **after-hours water emergencies**, please contact South Simcoe Police non-urgent line at 905 775 3311.

For **after-hour wastewater emergencies**, please contact Huronia Alarms at 1 800 461 9675.

## Have a question?

For questions related to the customer portal or your water meter, please contact Water Services. For questions about your water/wastewater utility billing, please contact Financial Services.

### Water Services

waterservices@townofbwg.com  
905 775 5366 ext. 2300

### Financial Services

finservices@townofbwg.com  
905 775 5366 ext. 6030

[WWW.TOWNOFBWG.COM](http://WWW.TOWNOFBWG.COM)

