

Manage water usage with Orillia's new customer portal

For immediate release (May 1, 2019) – The City of Orillia has launched a new online customer portal that makes managing your water usage as easy as turning on the tap.

The Water Usage Customer Portal is available to Orillia residents and businesses that have a water and sewer billing account with the City of Orillia. This user-friendly portal allows you to monitor your water usage, understand current and previous billing, optimize water conservation through real-time water usage monitoring, and customize alerts that notify you of water consumption which can help identify potential problems such as leaking toilets and taps.

“The City of Orillia continues to implement innovative technology to make our operations more efficient and enhance the customer experience of our residents. The Water Usage Customer Portal is leading-edge technology that provides real-time, personalized information about household water usage that enables you to make better informed decisions on water consumption and identifies potential plumbing problems before they become a costly issue,” said Mayor Steve Clarke.

Sign-up for this free portal and start tracking water usage at orillia.ca/waterusage or under the Online Services tab on the City's homepage orillia.ca. All you need to sign-up is an email address, your water account number and your name exactly as it appears on your water bill.

In 2018, Orillia Council approved a project to automate the City's water meter reading process, whereby readings would be attained automatically, removing the need for contracted services to obtain the readings. Transmitters attached to a customer's home or building relay water consumption data through a wireless communications platform and are received by the City's water utility's database. A further benefit to this automated system is the elimination of estimated water billing. Previously, the City billed residential customers quarterly based on reading meters twice per year and estimating usage per year on an alternating cycle. Now residential readings are actual readings on a quarterly basis with no estimated billing.

“Implementing this water meter infrastructure provides significant efficiencies, including real-time water meter reading and billing, improved maintenance response and management of the water meter assets. The advanced water meter technology and customer-friendly Water Usage Customer Portal is yet another way Orillia continues to implement smart technology to do business,” said Andrew Schell, Director of Environmental Services and Operations Department.

The City of Orillia continues to expand the online services it offers residents and businesses. Orillia recently launched an Online Services tab on its website featuring interactive services such as calculating your property taxes, finding a property for sale, paying for parking tickets, submitting a project bid, and registering for recreation programs.

For assistance or technical questions regarding the Water Usage Customer Portal, please contact Jason Micallef, Superintendent of Metering and Backflow Prevention, at 705-325-2326.

The City of Orillia is a city of 31,000 people in the heart of Ontario's Lake Country on the shores of Lake Couchiching and Lake Simcoe. Visit our website at **orillia.ca**.

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