



City of Iqaluit  
1085 Mivvik Street  
P.O. Box 460  
Iqaluit, Nunavut  
X0A 0H0

# Public Service Announcement

## Water Utility Billings

October 27, 2023 – Iqaluit, Nunavut

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The City of Iqaluit wishes to inform all City residents and businesses who are billed for water through piped services that they will see changes on their bills for the month of September. This does not affect customers that are on trucked service.

The City implemented a new water billing system earlier this summer for piped services. During the implementation stage, water utility bills were based upon estimates and not actual meter reads. Now that the system is up and running, actual meter reads are being done. Accounts that have been overestimated will see a credit applied to their bills, and those that have been underestimated will see a catchup charge applied to their bills. The charges will normalize over the next billing cycle.

The City apologizes for the lack of accuracy in the billings over the past few months, and residents are encouraged to contact the City to make plans to repay the catchup charge interest free.

To make plans to repay the catchup charges, please contact:

Geneva Chislett, Controller 867-979-5610 [g.chislett@iqaluit.ca](mailto:g.chislett@iqaluit.ca)