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## 2021 UTILITY BILL INFORMATION

The City of North Vancouver's 2021 utility rates are calculated to ensure delivery of current services and provide funding for sustainable infrastructure management.

This year, single unit residential fees are \$514 for water and \$444 for sewer, totalling \$958. Multiple unit residential fees are \$301 for water and \$277 for sewer, totalling \$578. Recognizing the potential financial hardship caused by the pandemic, Council reduced the first penalty to 2%. As such, a penalty of 2% will be applied to any balance which remains unpaid after February 26, 2021, and an additional penalty of 8% will be applied after April 30, 2021.

The back of your utility bill shows all payment options. For online utility bill inquiries, visit [cnv.org/ubill](http://cnv.org/ubill).

The City's 2021 rates will generate sufficient revenue to ensure that utilities operate as a separate entity from other general property taxes. The revenues collected provide funds for annual operations, maintenance, upgrading programs, long-term infrastructure replacement, and water supply and sewage treatment from Metro Vancouver.

The City's water and sewer rates continue to be competitive compared to other municipalities within the region.

### Utility Facts and Figures

The City works to limit the increase in utility rates for City rate payers. The largest portion of utility operating costs are direct costs for the purchase of drinking water and sewage treatment, payable to Metro Vancouver.

#### Water

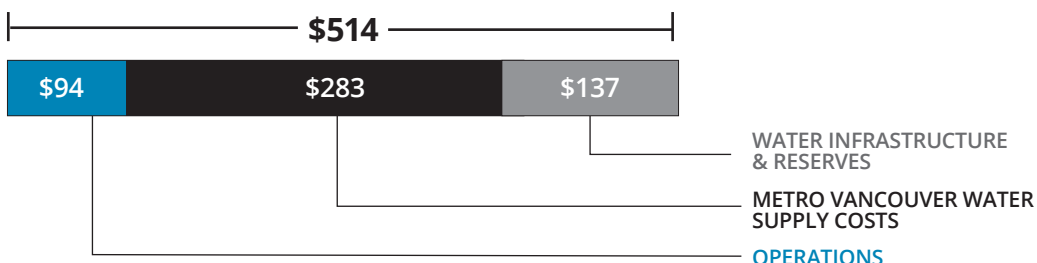
Metro Vancouver's water purchase costs have increased approximately 3.5% over 2020. The remainder of utility rates is used to keep our municipal water system in good working order and to replace aging and higher-risk municipal water infrastructure.

#### Sewer

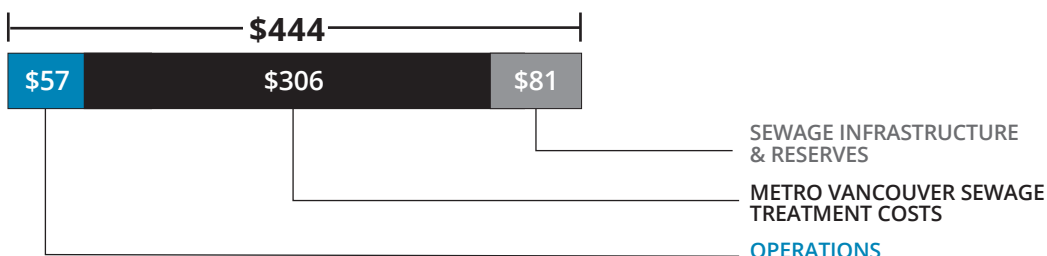
Metro Vancouver's sewer treatment charges have increased approximately 11% over 2020. It is anticipated that over the coming years, there will be significant increases in sewer costs until completion of the new North Shore Wastewater Treatment Plant. The City has funding set up to help offset future rate increases for residents.

For more information visit [cnv.org/UtilityRates](http://cnv.org/UtilityRates).

## WATER RATE – SINGLE UNIT RESIDENTIAL ANNUAL



## SEWER RATE – SINGLE UNIT RESIDENTIAL ANNUAL



# Where does the water go?

In our rainy city, anything dumped outside enters our storm drains and flows in to our creeks and ocean, harming fish, birds and humans. Help us keep pollutants out of the stormwater!

## REDUCE YOUR POLLUTANT – SPILLS & STORAGE

### Maintain a clean and tidy storage area.

- Never hose a spill down the storm drain.
- Promptly clean up leaks on hard surfaces such as driveways and sidewalks.
- Report all spills into storm drains to Emergency Management BC at **1.800.663.3456**.



## NINE BILLION LITRES PER YEAR

Is the amount of potable water the City delivers yearly to more than 50,000 residents and 500 industrial, institutional and business customers, using 129 km of pipe.

## WATER CONSERVATION AT HOME

Rain barrels are a "double-duty" item that can be used to collect and distribute water during dry summer months, and manage and reduce the impact of our rainwater during wetter months.



## NOT DOWN THE DRAIN!

- Hazardous waste must be disposed of at a hazardous waste facility.
- Read labels for disposal instructions. Many hazardous products (such as paint) can be recycled at the Recycling Drop-off Area at the North Shore Transfer Station. [cnv.org/RecyclingDepot](http://cnv.org/RecyclingDepot)



## KNOW YOUR STORM DRAINS

- Rinse indoors where drains connect to a sanitary sewer, or on a gravel or grassed area away from storm drains.
- Sweep outdoor areas instead of hosing down.

## JUST RAIN IN THE STORM DRAIN

Oil and other materials dumped into catch basins don't go to the wastewater treatment plant but instead flow directly into creeks and the ocean. Five litres of oil can create a slick as large as two football fields and persist on mud or plants for six months or more.

## APPLIANCE REBATES

The City of North Vancouver participates with BC Hydro on an appliance rebate program in April and October. [cnv.org/Water](http://cnv.org/Water)



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