

2022 Utilities Info

The City of North Vancouver's utility rates are calculated each year to ensure effective and sustainable delivery of water and sewer services to the community, now and in the future.

The annual utility bills generate the revenue needed to fully fund the cost of the City's utilities, including:

- ▶ Annual operations, maintenance and upgrading programs
- ▶ Long-term infrastructure replacement
- ▶ Water supply and sewage treatment from Metro Vancouver

The City works to limit the increase in utility costs each year.

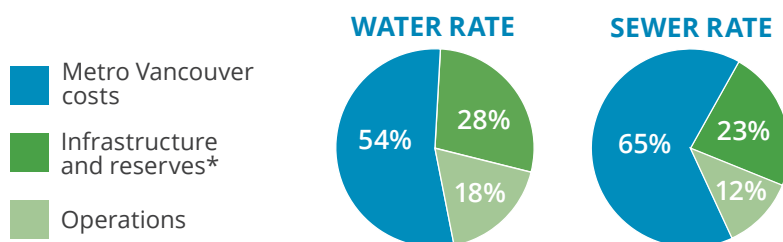
2022 Utility Rates

See your bill for rates for other housing types such as duplexes, coach houses and secondary suites.

2022 Utilities	Single-unit homes	Multi-unit homes
Water	\$545	\$320
Sewer	\$496	\$309
	\$1,041	\$629

Impact of Regional Increases

The largest portion of utility costs are for the purchase of drinking water and treatment of sewage, payable to Metro Vancouver. The breakdown is shown below.



Over the coming years, there will be significant increases in sewer costs related to the new North Shore Wastewater Treatment Plant, a project needed to improve the quality of the treated wastewater released into Burrard Inlet.

*The City has set up a funding plan to help smooth future rate increases for property owners. A portion of each year's utility fees is placed into a reserve to be used to reduce rate increases.

2022 UTILITY PAYMENTS ARE DUE BY FEB. 28, 2022

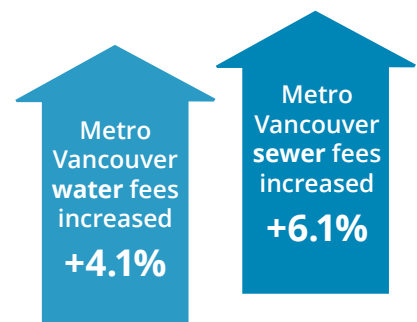
Pay on Time – Avoid a Late Fee:

- ▶ See the back of your bill for payment options.
- ▶ A 5% penalty will apply to any unpaid balance after Feb. 28, 2022. An additional 5% penalty will apply to any unpaid balance after April 29, 2022.

VIEW AND MANAGE YOUR ACCOUNT ONLINE

Go to cnv.org/Ubill to view details about your account, including your utility transactions, balances and billing summaries from current and previous year.

Register using the account number and access code on your utility notice.



Regional water and sewer rates have increased significantly since 2021, affecting the City's utility rates.

For more information about utility rates, visit cnv.org/UtilityRates.

Did you know...

Nine billion litres of drinking water are supplied each year to CNV homes and businesses through 131 km of pipe

All liquid waste (e.g. from showers, toilets and dishwashers) on the North Shore is treated at the **Lions Gate Waste Water Treatment Plant**

Help Protect Local Waterways

In our rainy city, anything dumped outside enters our storm drains and flows into our creeks and ocean, harming fish, birds and people.



BE WATER WISE – Follow the lawn watering restrictions from May 1 to Oct. 15 (info at cnv.org/Sprinkling), switch to low-flow appliances (rebate info at cnv.org/Water), or get a rainbarrel, available at garden centres.



TAKE CARE WITH CHEMICALS – Never hose away chemicals on hard surfaces as they will go down the storm drain. Learn where to recycle hazardous products at cnv.org/RecyclingDepot and report spills into storm drains to Emergency Management BC at 1-800-663-3456.



CHECK SEWER CONNECTIONS – Hire a plumber to inspect older sewer connections for blockages, which can cause backups into your home.

Lawn sprinkling accounts for **40%** of household water use each summer

Just **5 litres** of oil down the storm drain can create a slick as big as two football fields that sticks to mud and plants for six months or more

For more information about utility services, visit cnv.org/Water or cnv.org/Sewer, or email eng@cnv.org.

A Vibrant New Recreation Centre



The current Harry Jerome Community Recreation Centre will remain open as the new facility is constructed. The new HJCRC will include an arena with a 500-spectator capacity, more aquatic space, indoor and outdoor fitness amenities, preschool and youth spaces and a new facility for Silver Harbour Seniors' Activity Centre. Visit cnv.org/hjrc for project details and nvrc.ca for updates on programming.

Enhancing Our City's Tree Canopy

The CNV is continually working to enhance our tree coverage, which is among the highest for urban municipalities in our region. Initiatives include development of a new tree protection bylaw, street tree planting, guidelines for development sites, and public engagement. For more info, visit cnv.org/Trees.



Help Us Keep Bears Wild



Do your part: **STORE** your Green Can in a secure area, **CLEAN** your Green Can regularly, **WRAP** scraps in newspaper and **FREEZE** smelly scraps until pickup day. More info: cnv.org/WildlifeAwareness.

COME ENJOY THE SHIPYARDS

Did you know the award-winning Shipyards is home to the region's largest outdoor skating rink in winter and a splash park in summer?

Play, dine, shop and gather for family fun and spectacular views all year round at this exciting destination close to home. Learn more at cnv.org/Shipyards.

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