

2023 UTILITIES INFO

WATER & SEWER UTILITY



UTILITY BILLS ARE DUE FEBRUARY 28, 2023 | SEE BACK FOR PAYMENT DETAILS

The City of North Vancouver's utility rates generate the revenue needed to ensure effective and sustainable delivery of water and sewer services to the community both now and in the future.

The City bases its annual utility rates on three key factors:

- Regional water supply and sewage treatment costs charged by Metro Vancouver
- The cost of annual City operations, maintenance and program upgrades
- Long-term investment for infrastructure replacement

2023 UTILITY RATES

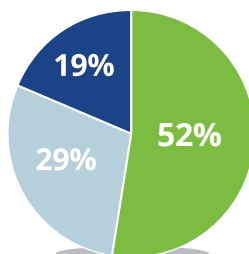
2023 UTILITIES	MULTI-UNIT HOMES	SINGLE-UNIT HOMES
Water - City	\$163	\$277
Water - Metro	\$180	\$307
Total Water	\$343	\$584
Sewer - City	\$119	\$191
Sewer - Metro	\$223	\$358
Total Sewer	\$342	\$549
TOTAL	\$685	\$1,133

If your property is another housing type such as a coach house or secondary suite, see your bill for applicable rates.

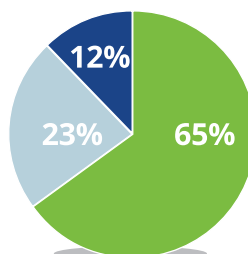


WHAT UTILITY RATES FUND

Over 50% of the City's utility fees are regional costs used to support the purchase of drinking water and treatment of sewer, provided by Metro Vancouver. Local costs include the City's utility operations, infrastructure and reserves.



WATER RATE



SEWER RATE

- Metro Vancouver Fees
- City Infrastructure & Reserves
- City Operations

IMPACT OF REGIONAL INCREASES

Since 2022, Metro Vancouver fees for water have increased 2.8% and sewer has increased 9.3%, affecting the City's utility rates.

Over the coming years, there will be significant increases in water and sewer costs for essential infrastructure upgrades, including for new water supply tunnels and the new North Shore Wastewater Treatment Plant. To help prepare for these increases, the City places a portion of each year's utility fees into a reserve that is used to mitigate future costs.

Learn more at cnv.org/UtilityRates

Questions? Contact the tax office:



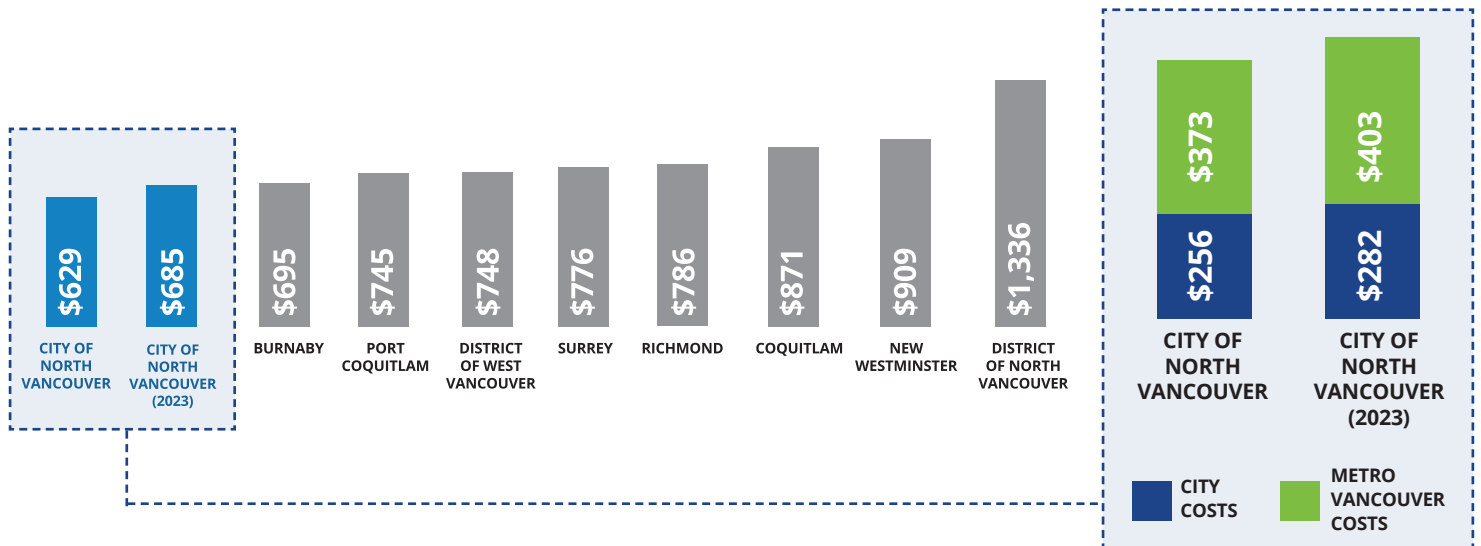
604.983.7316
MON-FRI 8:30AM - 5PM



tax@cnv.org

THE CITY'S UTILITY RATES COMPARED TO REGIONAL MUNICIPALITIES

Below is a comparison of 2022 water and sewer rates for multi-unit homes in other municipalities in the region.



Source: Data relates to 2022 water and sewer rates for multi-unit homes as published on each municipality's website.

WAYS TO PAY YOUR UTILITY BILL

See the back of your utility bill for details.



INTERNET OR
TELEPHONE BANKING



MAIL



IN-PERSON OPTIONS

- Your Financial Institution
- 24-Hour Drop Box at City Hall
- City Hall Gateway Counter
enter via the 14th St. entrance, Civic Plaza

Credit cards are not accepted for utility bill payments.

Please note that a 5% penalty will apply to any unpaid balance after February 28, 2023.

An additional 5% penalty will apply to any unpaid balance after April 28, 2023.

QUESTIONS ABOUT YOUR UTILITY BILL?



604.983.7316



tax@cnv.org

Manage your account online.

Visit cnv.org/Ubill to view details about your account.

JUMP ON A NEW HEAT PUMP

We're working together on the North Shore with the Province's CleanBC program to help homeowners make the switch to heat pumps for home heating and cooling.

With up to **\$13,000** in combined rebates, there's no better time to make the switch to a heat pump. Learn more at cnv.org/HeatPump



GET WEEKLY UPDATES



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ONLINE: [CNV.ORG](https://cnv.org)
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