

2024 UTILITIES INFO

WATER & SEWER UTILITY RATES

UTILITY BILLS ARE DUE FEBRUARY 29, 2024 | SEE BACK FOR PAYMENT DETAILS

The City of North Vancouver supplies high-quality drinking water to its residents through a complex water infrastructure system. The City's sanitary sewer system removes sewage and delivers it to Metro Vancouver for treatment.

2024 UTILITY RATES

2024 UTILITIES	MULTI-UNIT HOMES	SINGLE-UNIT HOMES
Water - City	198	337
Water - Metro	173	294
Total Water	\$371	\$631
Sewer - City	177	284
Sewer - Metro	220	353
Total Sewer	\$397	\$637
TOTAL	\$768	\$1,268

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

The costs for providing water and sewer services are reflected in your annual utility bill. The rates are based on three key factors:

- Costs paid to Metro Vancouver for the purchase of drinking water and wastewater treatment
- City water and sewer system operations and maintenance costs
- Long-term investment in asset management and resilience

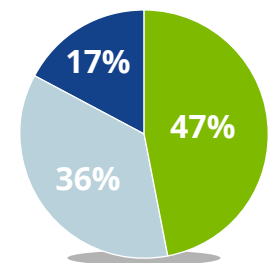
WHAT UTILITY FEES FUND

Every year, around half of the City's utility fees are paid to Metro Vancouver to provide high-quality drinking water and wastewater treatment. The City uses the other half for annual operations to maintain the system and long-term investment in the utility infrastructure.

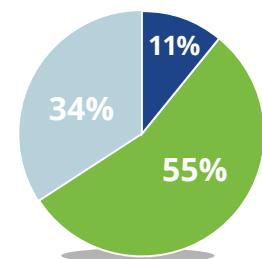
ASSET MANAGEMENT FOR A HEALTHY & RESILIENT CITY

Public infrastructure is the foundation of a healthy and resilient community, requiring long-term planning and investment. Asset management ensures we are maintaining and replacing aging infrastructure while also investing in new systems to meet our community's current and future needs. The City and Metro Vancouver are investing in essential utility infrastructure, including maintaining and replacing aging water and sewer mains and building a new North Shore wastewater treatment plant.

Inflation and the impacts of climate change are affecting everyone, including local government. Costs of materials continue to rise, and increasingly severe weather events put additional strain on the City's infrastructure. Over the coming years, the City will be drawing on its utility reserves to limit utility rate increases and smooth the impact of cost increases on ratepayers.



WATER RATE

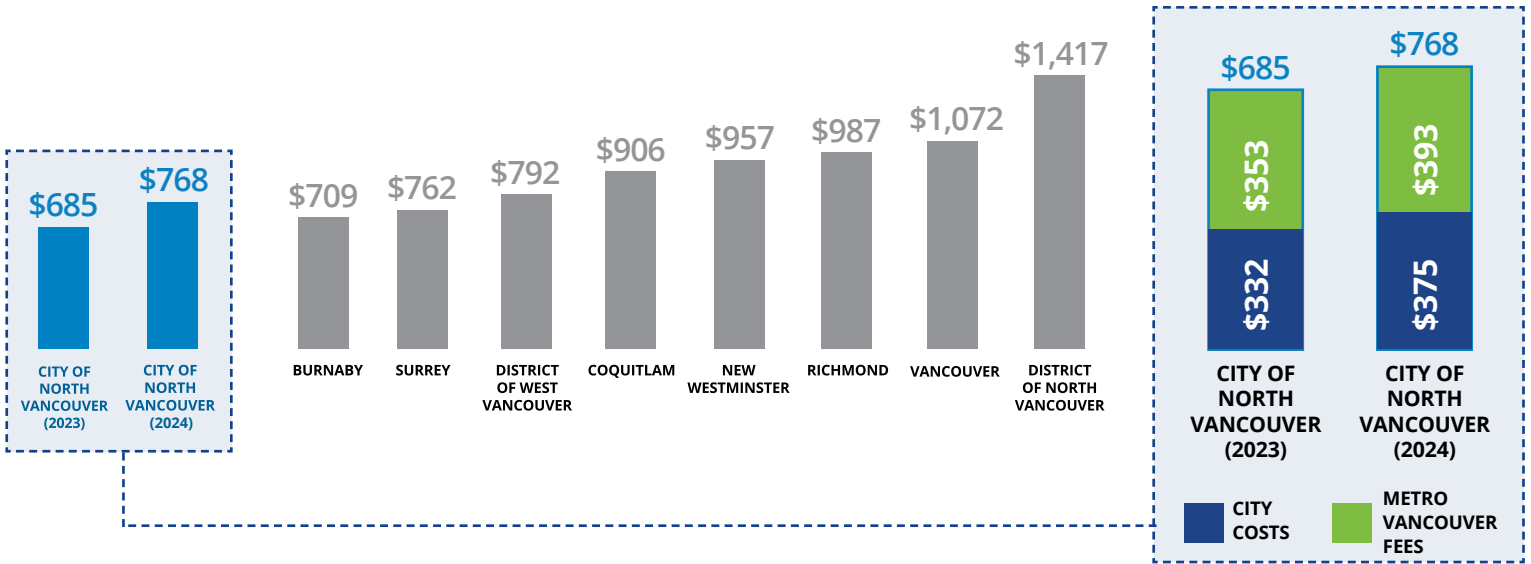


SEWER RATE

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

THE CITY'S UTILITY RATES COMPARED TO REGIONAL MUNICIPALITIES

Below is a comparison of 2023 water and sewer rates for multi-unit homes in other municipalities in the region.



Source: Data relates to 2023 water and sewer rates for multi-unit homes as published by each municipality.

WAYS TO PAY YOUR WATER AND SEWER UTILITY BILL

See the back of your utility bill for details.



INTERNET OR TELEPHONE BANKING



MAIL AND IN PERSON

Credit cards are not accepted for utility bill payments.

Please note that a 5% penalty will apply to any unpaid balance after February 29, 2024.

An additional 5% penalty will apply to any unpaid balance after April 30, 2024.

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.

LAWN WATERING RESTRICTIONS IN EFFECT MAY 1

Seasonal regulations that limit lawn watering for homes and businesses to once per week are in effect from **May 1 to October 15**.

Lawn watering restrictions help conserve the region's drinking water for the hot, dry months when our community's water use can increase by 50%, largely due to watering lawns.

Learn more at cnv.org/LawnWatering



GET WEEKLY UPDATES



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