



[cnv.org/ubill](http://cnv.org/ubill)

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CITY OF NORTH VANCOUVER

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## 2019 UTILITY BILL INFORMATION

The City of North Vancouver's 2019 utility rates are calculated to ensure delivery of current services and to provide funding for sustainable infrastructure management.

This year, single unit residential fees are \$469.30 for water and \$383.80 for sewer, totalling \$853.10. Multiple unit residential fees are \$274.55 for water and \$239.40 for sewer, totalling \$513.95. These amounts include a 5% discount which is applied to utility bills paid in full by February 28, 2019.

The back of your utility bill has a complete rate schedule and payment options. For online utility bill inquiries, visit [cnv.org/ubill](http://cnv.org/ubill).

The City's 2019 rates will generate sufficient revenue to ensure that utilities operate as a separate entity from other general property taxes. The revenue collected funds annual operations and maintenance, on-going system upgrades, long-term infrastructure replacement, and fees paid to Metro Vancouver for water supply and sewage treatment.

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

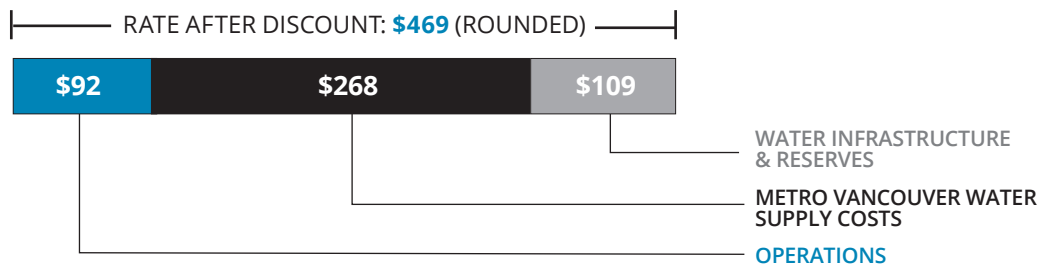
Metro Vancouver's water purchase costs have increased approximately 6% over 2018. The remainder of utility rates is used to keep our municipal water system in good working order and to replace aging and higher-risk municipal water infrastructure.

#### Sewer

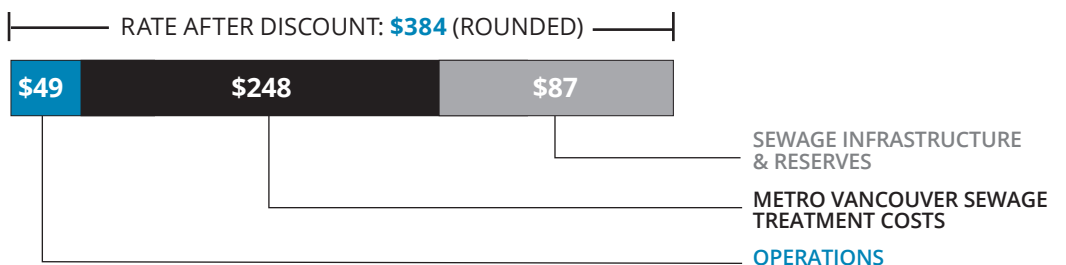
Metro Vancouver's sewer treatment charges have increased approximately 7% over 2018. It is anticipated that by 2020 there will be significant increases in sewer costs following completion of the new North Shore Wastewater Treatment Plant. The City has funding set aside to help offset future rate increases for residents.

For more information visit [cnv.org/water](http://cnv.org/water) or [cnv.org/sewer](http://cnv.org/sewer).

## 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 into 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**.



## WATER CONSERVATION AT HOME

Rain barrels can be used to collect and distribute water during dry summer months, and to manage and reduce the impact of our rainwater during wetter months.

**cnv.org/RainBarrel**

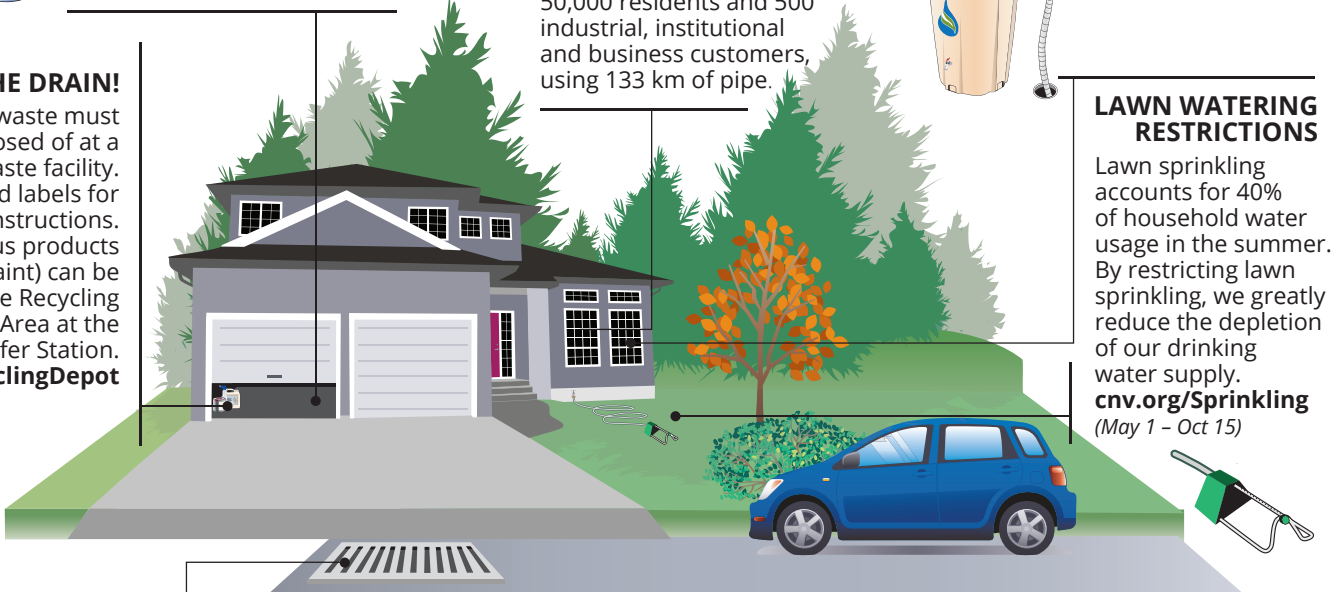


## NINE BILLION LITRES PER YEAR

Is the amount of potable water the City delivers yearly to more than 50,000 residents and 500 industrial, institutional and business customers, using 133 km of pipe.

## 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**



## LAWN WATERING RESTRICTIONS

Lawn sprinkling accounts for 40% of household water usage in the summer. By restricting lawn sprinkling, we greatly reduce the depletion of our drinking water supply. **cnv.org/Sprinkling** (May 1 – Oct 15)



## 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 flows directly into creeks and then to 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**



For more information email **eng@cnv.org**

