

YOUR MUNICIPAL UTILITIES

WATER, SEWER & SOLID WASTE UTILITY FEES

Fees you pay for utilities go directly toward providing safe, high quality drinking water, sanitary sewer, storm drainage, and garbage, green waste, and public space recycling services.

KEY COST DRIVERS FOR 2024:

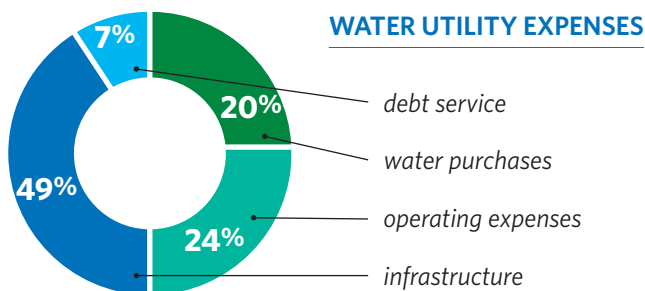
- inflation and related increases in construction and operating costs
- regional utility levy increases from Metro Vancouver
- major utility system infrastructure investments
- public realm recycling program expansion

Utility rate increases are necessary to continue to provide West Vancouver residents with a high level of service and to fund the replacement of aging utilities infrastructure. West Vancouver's water utility is metered, so how much you pay for water and sewer depends on how much water you use.

FOR MORE INFORMATION: westvancouver.ca/water

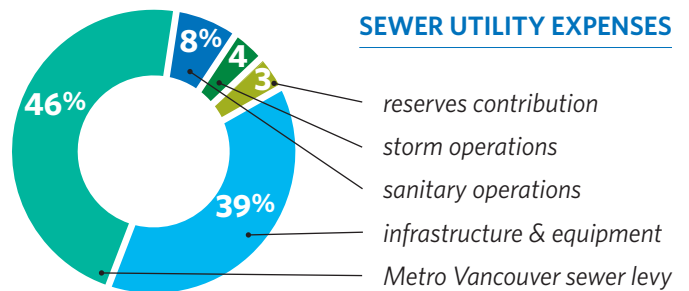
WATER

Projected water utility funding needs increased by 5.1% in 2024. Most of the cost increase is required to fund renewal of critical infrastructure, including replacement of the Westmount Pump Station and Reservoir, renewal of the 11th Street Pump Station, and the Lookout Reservoir Twinning Project. The rate increase represents a median single-family household increase of \$44 and an average multi-family unit increase of \$28 over 2023.



SEWER

Projected sewer and storm drainage utility funding needs were required to increase by 8.4% in 2024. This funding increase represents a combined Metro Vancouver levy and local funding needs. Separate to the Metro levy, the cost increase is required for maintenance and renewal needs of the District's critical storm and sewer systems. The rate increase represents \$115 for a median single-family home and an average multi-family unit increase of \$35 over 2023.



SOLID WASTE

Increased servicing costs and service level expansion in the Public Realm program resulted in a rate increase in 2024. Residential garbage and organics collection fees increased by \$17.31. Public Realm fees increased by \$16.63 due to the expansion of recycling in parks.

FOR MORE INFORMATION: westvancouver.ca/collection

SPRING 2024

WATER SYSTEM RESILIENCY

We're investing in resiliency.

Climate change is impacting weather patterns and water supply. The District is planning ahead and strategically investing to build capacity, resilience, and redundancy in our local water distribution systems.

WESTMOUNT PUMP STATION AND RESERVOIR UPGRADE:

Total project cost estimate: \$15.4 million

The Westmount Pump Station and Reservoir supplies Metro Vancouver water to the western portions of the District and is currently undersized to meet existing and future water needs. Upsizing these critical assets is essential to ensure an uninterrupted supply of water to the western areas of the District in the future, particularly during hot summer periods when the water supply from the District's Eagle Lake source is limited.

11TH ST PUMP STATION RENEWAL:

Total project cost estimate: \$6.3 million

The 11th Street Pump Station provides Metro Vancouver water to the western portion of the municipality and to many neighbourhoods above the Upper Levels Highway depending on the time of year and availability of the Eagle Lake source. Built in 1960, it has reached the end of its useful life.

LOOKOUT RESERVOIR TWINNING PROJECT:

Total project cost estimate: \$4.2 million

The Lookout Reservoir is located on Cypress Bowl Road, opposite Barrett's View in Cypress Provincial Park. It provides potable water storage for the District. Construction of a second reservoir in the same location is underway to double its storage and firefighting capacity. The additional capacity is needed to ensure adequate water supply for residents and potential firefighting use in the Rodgers Creek area.



DID YOU KNOW?

Eagle Lake supplies roughly 40% of the District's water, but that supply is capacity constrained due to limited basin size and characteristics.

PROTECT OUR WATER SUPPLY!

We need your help to safeguard one of our most precious resources: water. All of our tap water is drinking water! With climate change altering rainfall and snowpack, we are facing a future with less water when we need it most. Summer water use can increase by over 50% due to lawn watering and other non-essential uses. This summer is expected to be especially dry. Please do your part to conserve water year-round and follow the seasonal water regulations.

For more information, please visit westvancouver.ca/savewater.



WATER CONSUMPTION AND CONSERVATION STARTS WITH YOU.

Property owners are responsible for monitoring water consumption and checking for leaks as well as keeping the water systems on their property in good working order.

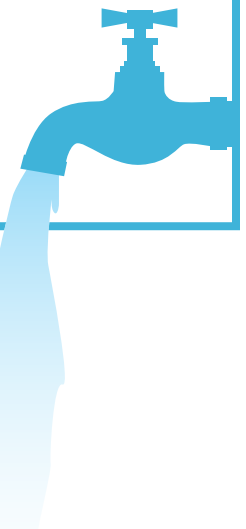
If you suspect a leak, use MyDistrict to check your water usage online.

WANT TO RECEIVE YOUR MONTHLY WATER CONSUMPTION BY EMAIL?

To monitor your water consumption, you can sign up to receive monthly notifications sent directly to your email.

Sign up for E-Reads by logging into your My District Utility account and click "Yes" to sign-up for our new E-Read Notification Subscription.

NOTE: Emails are sent on the 21st of each month for the previous month's consumption.



CHECK OUT THE WATER METER BROCHURE

West Vancouver's water utility is fully metered, which means you only pay for water you use. By using less water and not wasting water, you help conserve our drinking water supply and reduce costs on your quarterly utility bill.

For more information, visit westvancouver.ca/water.



GOLD is the new GREEN

One hour a week is all you need for a healthy lawn. With proper preparation and care, its green will return in the fall.

METRO'S DRINKING WATER CONSERVATION PLAN IS IN EFFECT MAY 1 TO OCTOBER 15.

The plan helps manage water during high-demand periods, and is comprised of four stages. Restrictions become more stringent as we move through the stages. *Together, we can make every drop count.*

STAGE 1: Lawn watering is permitted one day a week. Violating water restrictions may result in fines.

STAY INFORMED: It's essential for all residents to stay informed about the current stage of the plan and adjust water usage accordingly.

For more information, visit westvancouver.ca/watering.

DID YOU KNOW?

Draining pools or hot tubs into a watercourse system is strictly prohibited.

Water drained from swimming pools, hot tubs, or other chlorinated sources should be discharged to the sanitary sewer system only. Storm drains are often connected to creeks and rivers where even small amounts of pool chemicals, or changes in temperature can kill fish and cause serious environmental impacts. Violations may result in fines.



ONLY RAIN DOWN THE DRAIN
Storm drains empty directly into fish habitat.



HOW TO PAY YOUR METERED UTILITY STATEMENT

It's easy to pay your utility statement from home. Whether you bank online or by phone, or would like to pay by cheque, there are many ways to pay safely and conveniently. Please review the back of your utility statement for full details.

YOU CAN PAY USING ANY OF THE FOLLOWING:

- **utility auto debit plan:** *let us do the work for you; sign up to have your payment automatically withdrawn*
- **online banking:** *add the District of West Vancouver as a bill payee and use your six-digit account number—we are listed with all the major banks but note the payee names may vary*
- **pay at the bank or ATM:** *the statement stub is required with payment*
- **in person:** *at Municipal Hall*
- **mail in your payment early:** *the postmark date is not accepted as the payment date*

Please note that credit cards are not accepted for utility payments.

SIGN UP FOR MYDISTRICT

Did you know that you can receive your metered utility statements by email? Once you're registered, you can:

- view readings and monitor consumption
- get copies of your current and past bills
- sign up to receive reading notifications
- sign up to receive ebills
- add and view other types of accounts such as property taxes and business and dog licenses all in the same place



To sign up, please visit westvancouver.ca/mydistrict.

2024 BILLING SCHEDULE			
BILL	BILLING PERIOD	BILLING MONTH	DUE DATES
1	Jan-Mar	April	May 31
2	Apr-Jun	July	August 30
3	Jul-Sept	October	November 29
4	Oct-Dec	January	February 28

♣ printed on tree-free paper made from 100% sugar cane residue fibre

WEST VANCOUVER MUNICIPAL HALL

750 17th Street,
West Vancouver BC V7V 3T3
Monday-Friday: 8:30 a.m.–4:30 p.m.
(except statutory holidays)
water@westvancouver.ca
604-921-2166
westvancouver.ca/water

