

# YOUR MUNICIPAL UTILITIES

WATER • SEWER • DRAINAGE • RECYCLING • GARBAGE | SPRING 2016

## USE YOUR UTILITY SERVICES WISELY

### WATER

Last summer we experienced the most acute water shortage in many years. The regional Water Shortage Response Plan is a roadmap Metro Vancouver follows in the event of shortages. The plan has been updated in response to lessons learned in 2015.

Stage 1 sprinkling restrictions go into effect two weeks earlier, on May 15 instead of June 1—and last two weeks longer, until October 15 instead of September 30. Learn more at [westvancouver.ca/sprinkling](http://westvancouver.ca/sprinkling).

#### Smart sprinkling saves water and money

Many households more than double their water use in the summer due to watering lawns and gardens. If you choose to water, get the most of the water you pay for with these tips:

- properly schedule & maintain automatic sprinklers
  - systems frequently come on too often and stay on too long—try an online calculator to figure out the best settings for your lawn
  - learn how to shut off your sprinklers if it's raining, or your system springs a leak
  - prevent leaks and water waste with regular maintenance or a check-up by a certified irrigation professional
- consider a drip irrigation system to get water where it needs to go—the roots of plants—with less runoff and evaporation
- choose native or water-wise plants
- track your water use online with MyDistrict because monitoring can help detect leaks early—register today at [westvancouver.ca/mydistrict](http://westvancouver.ca/mydistrict)

Reduce your water footprint most by not watering your lawn at all. Your lawn will go dormant and green back up when wet weather returns.

Visit [westvancouver.ca/water](http://westvancouver.ca/water) to learn more.



### RECYCLING & GARBAGE

#### Public space improvements at no extra cost

In 2016, West Van will divert recent solid waste savings toward streamlining and standardizing waste collection in public spaces like parks, community centres and streets. This change appears as a new line item on your 2016 statement—don't worry, you won't pay more! Fees for garbage, recycling and green waste have not increased since 2013, and there is no increase for 2016. We're just allocating costs differently.

#### Common recycling mistakes

Styrofoam and plastic bags can be recycled at the Depot, but NOT in your Blue Box.

Use the Grey Box to recycle glass containers.



Your recycling may not be collected if it's not sorted properly or if it includes items that are not accepted.

#### Have extra garbage?

Purchase *Extra Garbage Tags* at Municipal Hall or Gleneagles and West Vancouver community centres to set out an extra bag or can on your collection day.

Learn more or sign up for collection day reminders at [westvancouver.ca/collection](http://westvancouver.ca/collection).

### SEWER & DRAINAGE

Fats, oils and grease create problems for our sewer system; so does flushing things that shouldn't be flushed. These can build up deep in the sewer system and cause major clogs, breaks or overflows—potentially damaging property and the environment. If items are properly disposed of in the first place, costly repairs can be avoided.

Fats, oils and grease from the kitchen belong in your Green Can or garbage, not down the drain. The ONLY acceptable thing to flush down the toilet is a small amount of toilet paper. All other products go in the garbage, even if they claim to be flushable.

## UTILITY RATE INCREASES FOR 2016

Water utility increased by 6 per cent and sewer and drainage increased by 10 per cent. These increases are mainly driven by a 1.7 per cent increase in Metro Vancouver's bulk water rate; a 15 per cent increase in the District's water, sewer and drainage capital program for infrastructure replacement; and allocation of capital cost charges for newly purchased utility equipment applied to the water, sewer and drainage utilities.

## PAYING YOUR METERED UTILITY STATEMENT

You can pay your statement in any of the following ways:

- Utility Auto Debit Plan *download the form from [westvancouver.ca](http://westvancouver.ca)*
- internet banking through your bank
- pay at the bank or ATM *the statement stub is required with payment*
- mail in your payment *postmark is not accepted as the payment date*
- in person at Municipal Hall

*Credit cards are not accepted for utility payments.*

## SIGN UP FOR MYDISTRICT

Did you know you can sign up to receive your Metered Utility Statements by email?

Available 24 hours a day, MyDistrict is an online customer service that can answer your utility questions:

- did I make my utility payment?
- how much water is my household using each month?
- how much were my previous bills?

**Register today at [westvancouver.ca/mydistrict](http://westvancouver.ca/mydistrict).**

## THE 2016 BILLING SCHEDULE

QUARTER	BILLING PERIOD	BILLING MONTH	DUE DATES
1	January-March	April	<b>MAY 31</b>
2	April-June	July	<b>AUGUST 31</b>
3	July-September	October	<b>NOVEMBER 30</b>
4	October-December	January	<b>FEBRUARY 28</b>

## CONTACT US

If you have any questions, contact the District of West Vancouver Financial Services Department, Monday to Friday, from 8:30 a.m.-4:30 p.m. (except for statutory holidays).

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