

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 2025:

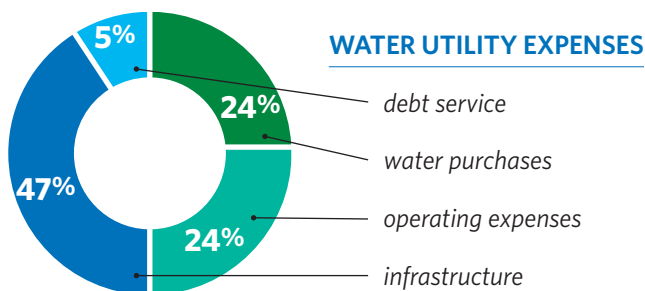
- inflation and increased construction and operating costs
- regional utility levy increases from Metro Vancouver
- major utility system infrastructure investments
- new solid waste contracts that take effect in 2025
- continued cost impacts of expanded public realm recycling programs

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, and what you pay for water and sewer depends on how much water you use.

FOR MORE INFORMATION: westvancouver.ca/water

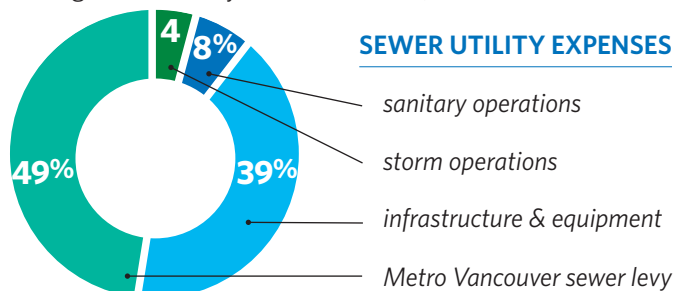
WATER

Projected water utility funding needs increased by 4.5% in 2025. Most of the cost increase is required to fund renewal of critical infrastructure, including replacing the Westmount Pump Station and Reservoir, and renewal of the 11th Street Pump Station. The rate increase represents a median single-family household increase of \$34 and an average multi-family unit increase of \$12 over 2024.



SEWER

Projected sewer and storm drainage utility needs increased by 9.6% in 2025. This funding increase represents a portion of the Metro Vancouver sewer levy and local funding needs. Separate to the Metro levy, the cost increase is required for maintenance and renewal requirements of the District's critical storm and sewer systems. The rate increase represents a median single-family household increase of \$166 and an average multi-family unit increase of \$64 over 2024.



SOLID WASTE

Renewed collection contracts plus expanded public realm recycling resulted in a rate increase in 2025. Curbside residential garbage and organics collection fees increased by \$7.93, and public realm fees increased by \$2.49.

FOR MORE INFORMATION: westvancouver.ca/collection

SPRING 2025

IMPACT OF THE NORTH SHORE WASTEWATER TREATMENT PLANT ON UTILITY RATES

The North Shore Wastewater Treatment Plant (NSWWTP) is a new facility currently under construction that will serve residents and businesses on the North Shore. A portion of your utility fees goes to Metro Vancouver to help fund regional infrastructure projects like the NSWWTP. Originally estimated to cost \$700 million, several factors have led to the cost of this project increasing to \$3.86 billion.

In anticipation of this project, the District has been incrementally increasing sewer utility fees over the past six years and setting aside this funding in a reserve to smooth future utility rates. Due to the large increase in capital construction costs of the NSWWTP, the District faces a significant shortfall despite advanced planning to build a funding reserve that would mitigate cost impacts.

The previously anticipated costs for the project will continue to be reflected in your sewer utility rates, but the incremental costs of the new budget projections will be met by a separate property value tax levy as part of the Metro Vancouver Regional District requisition—the NSWWTP Levy. This approach offers flexibility for property owners to manage the financial impact of this project and allows eligible homeowners to defer through the BC Tax Deferment program.

The levy will be included in your property tax bill and will be based on the value of your property. The proposed levy for a single-family dwelling assessed at \$3.66 million—the average value in West Vancouver—would be approximately \$177 starting in 2025.

Scan the QR code for more information or visit metrovancover.org/NSWWTP.



CREEKS ON PRIVATE PROPERTY

Watercourses, including creeks, streams, and rivers, traverse both public and private property. The District maintains watercourses on public lands. Property owners are responsible for maintaining watercourses on private property.

If improvements or repairs in and around watercourses are required on your property, you are responsible for obtaining the necessary permits and approvals prior to carrying out the work.

For more information visit westvancover.ca/watercourses.

UNFLUSHABLES

The only things that are okay to flush down the toilet are pee, poo, and toilet paper. Anything else causes problems for our wastewater system and our environment.

Some products don't break down quickly enough (or at all) in the wastewater system and can clog our sewers and your pipes. Even if they say they're flushable, they go in the garbage.

Scan the QR code to learn more or visit unflushables.ca.



WATER CONSERVATION STARTS WITH YOU

Property owners are responsible for maintaining the water line and water systems on their property, monitoring water consumption, and making sure their water meter is accessible.

Log in to MyDistrict at westvancouver.ca/mydistrict to monitor your monthly water use. Monthly readings are generally available within the first week of the following month.

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 utility bill.

Want more information on water meters and leaks? Visit westvancouver.ca/water.



WATER REGULATIONS IN EFFECT MAY 1 TO OCTOBER 15

Seasonal water regulations help manage drinking water during high-demand periods. The four stages of Metro Vancouver's Drinking Water Conservation Plan become more stringent at each stage.

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

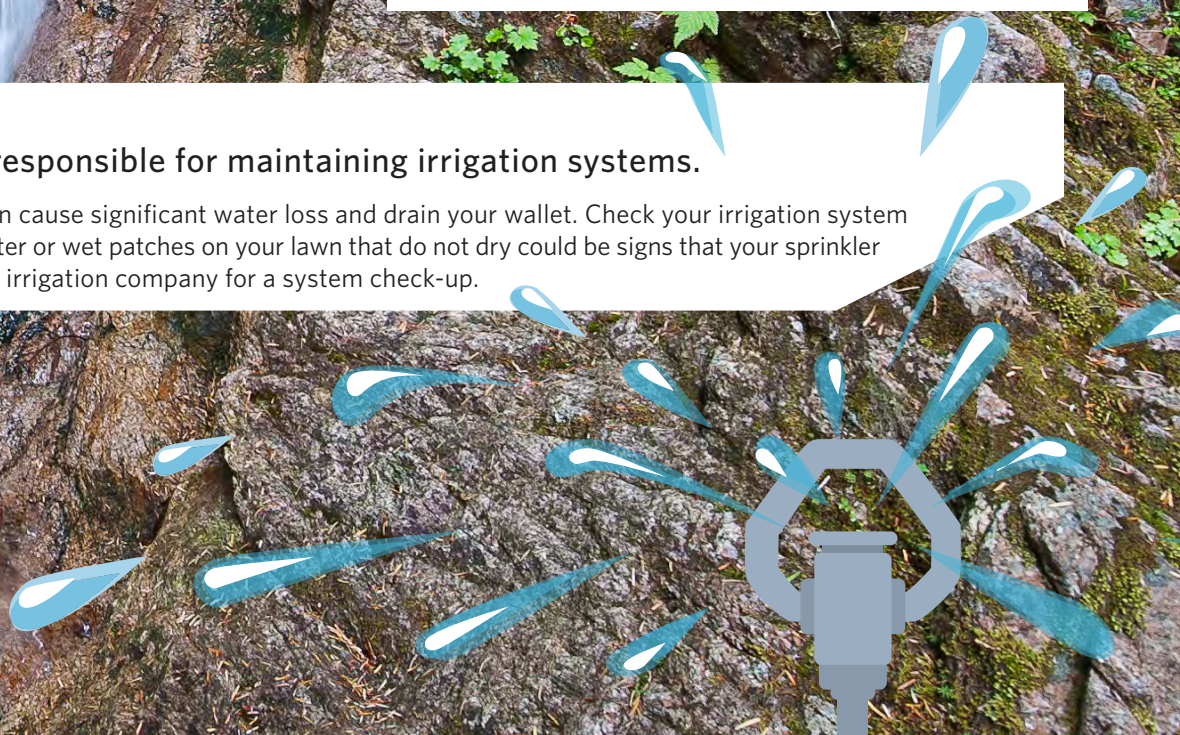
STAY INFORMED: It's essential for all residents to stay informed about the current stage of the plan and adjust water usage accordingly.

For details visit westvancouver.ca/watering.

DID YOU KNOW?

Property owners are responsible for maintaining irrigation systems.

Leaking irrigation systems can cause significant water loss and drain your wallet. Check your irrigation system for leaks regularly. Pooling water or wet patches on your lawn that do not dry could be signs that your sprinkler system is leaking. Contact an irrigation company for a system check-up.



HOW TO PAY YOUR METERED UTILITY

Please see the back of your utility statement for full details.



INTERNET OR TELEPHONE BANKING: Set up your account with your financial institution using the account number located on the front of your statement.



FINANCIAL INSTITUTION: Pay through ATM or in person at the branch. Retain your receipt for proof of date paid.



MAIL: Mail your payments early. Postmarks are NOT accepted as date of payment.



MUNICIPAL HALL: Pay in person by cash, cheque or direct debit, from 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding statutory holidays.

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

SIGN UP FOR MYDISTRICT

Don't miss another bill. Sign up to receive your utility statements by email.



WATER LEAKS HAPPEN

Your water meter measures it all! Leaks in your water system mean you're paying for water you don't use.

As a property owner, it is your responsibility to ensure that plumbing on your property, including any irrigation systems, remains in good working order to prevent wasted water due to leaks. If you have recently repaired a leak at your home, you may be eligible for a leak adjustment rebate if:

- the leak occurred on the main water service line between your water meter and the point where the service pipe enters your home;
- there is proof that a leak on your main service line was properly repaired; and
- your adjustment application is received by the due date on your most recent utility statement.

Leak adjustment rebates will not be provided for leaks inside your home or outside water features like pools, ponds, or irrigation system leaks.

FOR MORE INFORMATION: westvancouver.ca/leaks

2025 BILLING SCHEDULE

BILL	BILLING PERIOD	BILLING MONTH	DUE DATES
1	Jan-Mar	April	May 30
2	Apr-Jun	July	August 29
3	Jul-Sept	October	November 28
4	Oct-Dec	January	February 27

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Monday-Friday: 8:30 a.m.-4:30 p.m.
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westvancouver