

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 2023:

- operations, maintenance, and renewal of critical utilities infrastructure
- regional cost increases
- increased costs of construction and contracted services due to inflation
- higher than normal waste volumes due to ongoing impacts of the pandemic

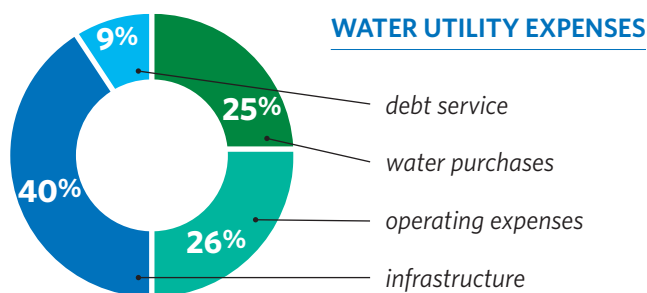
In 2023, utility rate increases are necessary to continue to provide West Vancouver residents with a high level of service and to fund the replacement of aging utilities infrastructure. West Vancouver's water and sewer utilities are metered. What you pay for water and sewer depends on how much water you use, and can vary each quarter.

FOR MORE INFORMATION: westvancouver.ca/water

WATER

Water utility costs increased by 5% in 2023. Most of the cost increase is required to fund renewal of critical water utility infrastructure. This includes the replacement of the 11th Street pump station and the Westmount Pump Station and Reservoir.

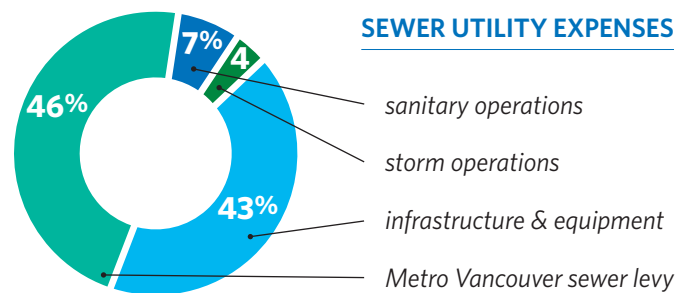
The rate increase represents a median single-family household increase of \$43 and an average multi-family unit increase of \$16 over 2022.



SEWER

Sewer and storm drainage utility costs increased by 7.3% in 2023. The majority of the cost increase results from maintenance and renewal requirements of the District's critical storm and sewer systems, as well as the funding required for the new North Shore Wastewater Treatment Plant.

The rate increase represents a median single-family household increase of \$87 and an average multi-family unit increase of \$29 over 2022.



SOLID WASTE

Higher waste volumes and increased servicing costs continue, resulting in a small rate increase in 2023. Curbside residential garbage and organics collection fees have increased by \$26.49 in 2023, and Public Realm collection fees increased by \$12.70.

FOR MORE INFORMATION: westvancouver.ca/collection

SPRING 2023

NEW PARKS RECYCLING PROGRAM

This spring, the District of West Vancouver will be installing recycling bins at Millennium, John Lawson, and Dundarave Parks as phase one of a three-phased parks recycling program in the District's destination waterfront parks.

The recycling bins will replace existing garbage bins and feature recycling options for food scraps and containers, as well as traditional garbage collection.

Based on a recent study, about 50% of park waste can be recycled instead of disposed as garbage. The new parks recycling program will provide more opportunities for residents and visitors to recycle.

BINS DON'T RECYCLE. PEOPLE DO!

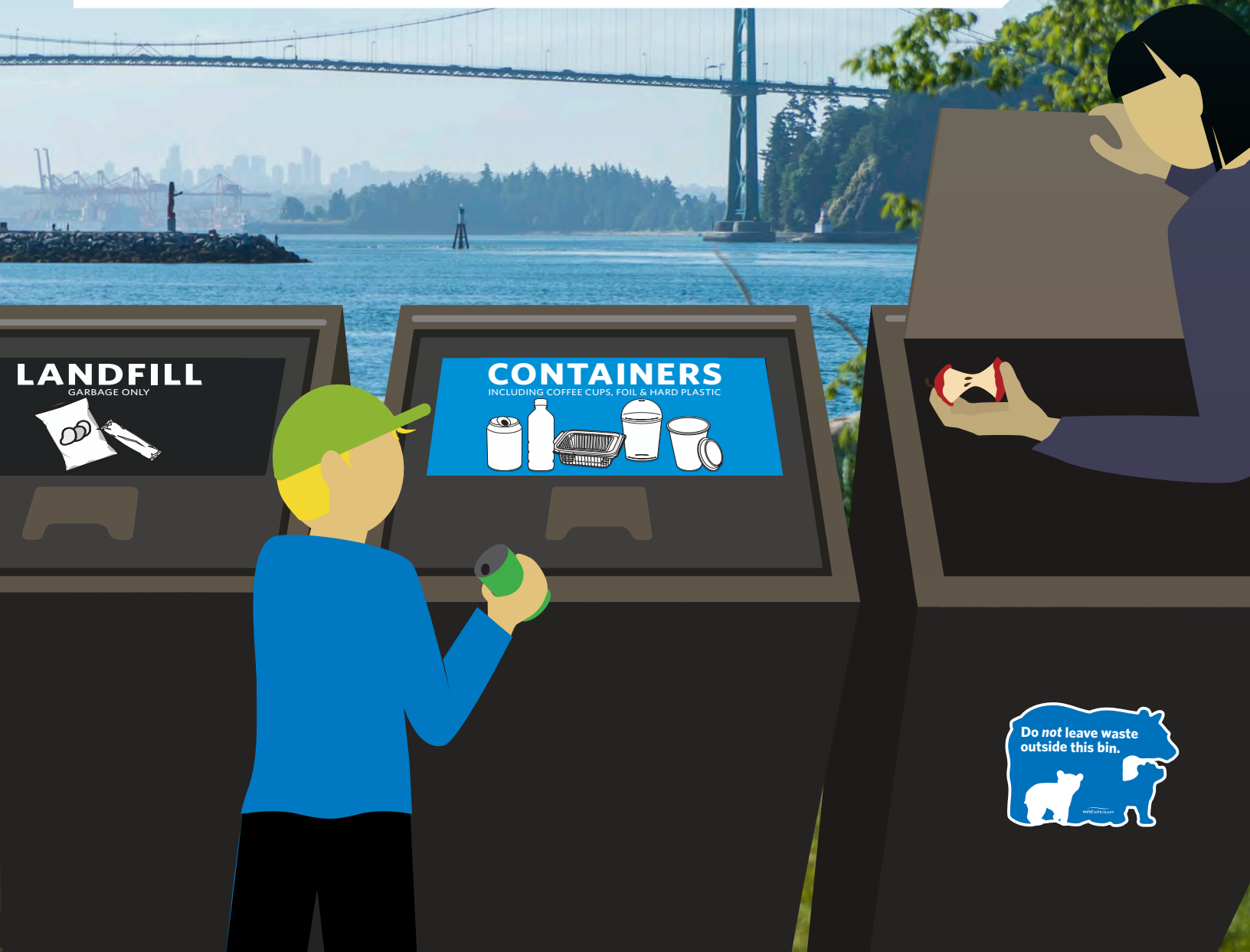
At home, West Vancouver residents divert more than 75% of their waste from the landfill by recycling and composting. Increasing recycling opportunities outside the home is key to help keep more garbage out of the landfill.

To make it as easy as possible to recycle correctly, the new colour-coded bin decals will match West Vancouver's other recycling programs:

- food scraps and food soiled paper go in the green bin
- containers go in the blue bin
- garbage goes in the black bin

Help us make this program a success by sorting your waste properly in public spaces.

For more information, visit westvancouver.ca/parksrecycling.



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, 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.



WATER METER BROCHURE

Check out our Water Meter Brochure for information on:

- how to check your water usage online
- how to check for indoor and outdoor water leaks
- how to find your water meter
- how to read your water meter



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 on water meters and to access the new brochure, visit westvancouver.ca/water.

LAWN WATERING REGULATIONS—MAY 1 TO OCTOBER 15

Lawn watering is permitted one day a week. One hour a week is all you need for a healthy lawn.

WATERING DAYS: • even-numbered addresses on Saturdays
• odd-numbered addresses on Sundays

WATERING TIMES: • automatic watering 5 a.m.–7 a.m.
• manual watering 6 a.m.–9 a.m.

Water use can increase by more than 50% in summer and early fall when a lot of our fresh, treated drinking water is being used to green lawns, fill pools, wash decks or driveways, and for other lower priority uses.

These region-wide watering regulations are an effective way to help use our drinking water wisely.

For more information, visit westvancouver.ca/watering.



BE SURE TO CHECK OUT THE WINNING VIDEOS



from last year's Student Video Contest about the importance of everyday actions in conserving our high quality tap water.



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:

- **online banking:** *add the District of West Vancouver as a bill payee and use your six-digit account number*
- **pay at the bank or ATM:** *the statement stub is required with payment*
- **utility auto debit plan:** *let us do the work for you; sign up to have your payment automatically withdrawn*
- **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 MY DISTRICT

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

- view your current and past bills
- sign up to receive reading notifications
- view your account history



You can also access information about property taxes, business and dog licences, and verify payment receipt—all in one place.

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

2023 BILLING SCHEDULE

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

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)

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604-921-2166

westvancouver.ca/water


west vancouver