Join Us
Coquitlam 125 Anniversary Celebration!

In 2016, Coquitlam turns 125!
You can look forward to year-long, city-wide celebrations that will acknowledge our rich history and set the stage for a dynamic future.

We will have events throughout 2016 to mark this special occasion! From the kick-off event held in January to a historical picnic and a grand finale – and with 125 block parties, an arts festival, sports events and much more throughout the year – there will be opportunities for people of all ages and interests to come together and celebrate what makes our city and our people great.

Visit coquitlam125.ca for more information.
In 2015, the flat rate for residential customers was changed so that multi-family homes pay a lower water rate than single family homes. The full change will be phased in over 5 years until multi-family homes are paying 60% of the single family home rate. This adjustment recognizes that, generally, multi-family homes consume less water, so residents of those homes should pay a lesser share of those costs.

The utility charge for water is made up of the following:

- **52% of the Water Fee** is paid to Metro Vancouver to cover the costs of running the regional supply system, including water treatment plants that deliver the clean, safe water to the City.
- **48% of the Water Fee** covers City costs for the operation and management of the City's water distribution system that provides water for fire protection as well as household, business and recreational use.

### Annual Flat Rate Charge

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<tr>
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<th>Single Family</th>
<th>Multi-Family</th>
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<td><strong>$475</strong></td>
<td><strong>$399</strong></td>
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**9 reservoirs ensuring supply of clean, safe drinking water for all homes.**

**3 different sizes of garbage carts, seasonal unlimited green waste collection.**

**1000+ km of City maintained water and sewer pipes.**

### Watering Restrictions

Metro Vancouver’s watering restrictions will be effective **MAY 15 – OCT. 15, 2016**. Under Stage 1 restrictions, residential lawn watering is permitted at the following times:

- **EVEN** numbered addresses:  
  Mon., Wed. & Sat. – from 4 a.m. to 9 a.m.
- **ODD** numbered addresses:  
  Tue., Thur. & Sun. – from 4 a.m. to 9 a.m.

Please visit [coquitlam.ca/H2O](http://coquitlam.ca/H2O) for more information.

### Coquitlam Dogs

Help keep your dog and our parks safe and clean:

- **Connect your dog to a leash.**
- **Clean up after your dog.**
- **Have an up-to-date licence for your dog.**

Coquitlam has a number of wonderful off-leash dog parks. Find them online at [coquitlam.ca/dogparks](http://coquitlam.ca/dogparks).

### MyCoquitlam

myCoquitlam is an online service that allows you to access information about your City of Coquitlam accounts for Utility Taxes, Property Taxes and Dog Licences.

myCoquitlam online eService is secure, easy to use and available 24 hours a day, 7 days a week.

Go to [coquitlam.ca/mycoquitlam](http://coquitlam.ca/mycoquitlam) to sign up.
GARBAGE & GREEN WASTE FEES

SINGLE FAMILY HOMES

For single family homes, the Garbage and Green Waste Fee covers:

→ **The costs to pick up the garbage and green waste** from your home. Fees charged will depend on the size of the garbage cart you selected.
→ **The fees paid to Metro Vancouver** to dispose of the garbage at the transfer station.
→ **The fees paid to Harvest Power** to compost the green waste at their facility.
→ **The costs to operate two recycling depots** and provide free drop off for yard trimmings at 995 United Boulevard.
→ **The costs to provide a large item pick up program** (up to four household items per year).
→ **The costs for community education**, outreach and wildlife awareness programs.

Curbside recycling collection is provided by Multi-Material BC (MMBC). Visit [recyclinginbc.ca](http://recyclinginbc.ca) for information on recycling programs.

MULTI-FAMILY HOMES

The City of Coquitlam does not provide waste collection services to multi-family homes. Additional information for multi-family homes can be found online at [coquitlam.ca/multifamily](http://coquitlam.ca/multifamily).

ANNUAL FLAT RATE CHARGE

**Single Family** – Garbage Rates

- 120L – $221
- 240L – $293
- 360L – $415

**Multi-Family** – N/A

SEWER & DRAINAGE FEES

The utility charge for sewer and drainage is made up of the following:

→ **38% of the Sewer and Drainage Fee is paid to Metro Vancouver** to cover the costs of the regional sewer system including sewage treatment plants.
→ **62% of the Sewer and Drainage Fee covers City costs** for the operation and management of the City’s sewer collection and drainage system. Your help in keeping unwanted rainwater entering the sewer system keeps treatment costs down.

The sewer utility is billed with property taxes in July. However, properties with secondary suites receive additional incremental charges for water and sewer, which are included on this February bill, where applicable.

ANNUAL FLAT RATE CHARGE

$397

CURBSIDE COLLECTION SCHEDULE & REMINDER

Receive reminders and learn about upcoming waste events by signing up for Curbside Collection Schedule & Reminders to get the latest information right to your smartphone or email.

NOT SURE WHERE TO RECYCLE ITEMS?

Use our online [Waste Wizard Tool](http://Waste Wizard Tool) or download the ReCollect app to find out where and how to recycle household items.

Visit [coquitlam.ca/curbsidecollection](http://coquitlam.ca/curbsidecollection) to use these tools, or search “Coquitlam Curbside Collection” – a free download in your smartphone’s app store.
SECNDARY SUITES
If the text “additional unit” appears on your utility tax statement, it is because your residence is deemed to have a secondary suite.

The following is a breakdown of the charges related to secondary suites:

→ Home with no suite — standard Utility Tax
→ Home with an authorized suite — standard Utility Tax + 40% surcharge
→ Home with an unauthorized suite — standard Utility Tax + 100% surcharge

The reduced surcharge for authorized suites recognizes that these residences have been inspected and sanctioned by the City as they meet zoning and safety requirements.

If you wish to remove your suite, you must apply to decommission it by Dec. 31 to qualify for an adjustment in the next year. (There will be no refund for current or past years.)

Similarly, if you wish to have your suite sanctioned by the City, you must pass an inspection.

For enquiries related to charges for secondary suites, please call 604-927-3423 or visit coquitlam.ca/secondarysuites.

PAYMENT INFORMATION
Did you know you can pay your Coquitlam utility bill online? It’s as easy as 1-2-3!

Paying from the comfort of home allows you skip the line and pay in minutes.

Visit coquitlam.ca/utilitypayment for more information on any of these payment methods:

→ By internet or telephone banking – Reference the account number from your bill.
→ Online at coquitlam.ca/utilitypayment – Use Visa, MasterCard or American Express.
→ By mail – Cheques post-dated to March 31, 2016 can be mailed in advance to 3000 Guildford Way, Coquitlam, BC, V3B 7N2. Returned cheques are subject to a $25 service charge plus penalty if applicable.
→ Utility Instalment Plan – Coquitlam taxpayers may sign-up for the Utility Instalment Plan to have six pre-authorized amounts withdrawn from their bank account. Instalments are credited to the following year’s utility bill. To join the plan for 2017, visit coquitlam.ca/utilitypayment or call 604-927-3050.
→ At your bank – Utility bills are payable at most financial institutions in Canada.
→ In person – At City Hall (3000 Guildford Way) from 8 a.m. – 5 p.m. Monday to Friday. Pay by cash, debit, cheque, Visa, MasterCard or American Express. 24-hour drop box located in underground parking area or outside Burlington Drive entrance.

Whichever option you choose, remember to print or save your confirmation number, or ask for a receipt for proof of payment.

Payment due March 31, 2016. A 5% penalty will be added to amounts unpaid on the due date. A further 5% will be added to accounts unpaid at Sept. 30. Utility accounts that remain unpaid at Dec. 31, 2016 will be transferred to Tax Arrears and daily interest will be charged from Jan. 1, 2017 until paid in full.

LIVE SMART WITH URBAN WILDLIFE
Coquitlam is home to bears and other kinds of urban wildlife. Everyone can take steps to wildlife-proof their home and property. For example:

→ Keep garbage and food scraps out of reach and inaccessible.
→ Ensure food scraps are put in Green Carts for weekly pickup, and not in Garbage Carts, which are collected bi-weekly.
→ Do not store carts outside where they can be accessed by wildlife (unless clean and empty).
→ Only place your Garbage Cart or Green Cart at the curb after 5:30 a.m. on collection day – not the night before.

Failure to follow these steps may result in a fine.

For more information visit coquitlam.ca/urbanwildlife or contact Engineering Customer Service at 604-927-3500.

FIND US ONLINE
CityofCoquitlam

On Facebook? Us too!
On Twitter? Tweet us!
On Instagram? Tag us!
Like YouTube? We have videos!
Not on social media? We appreciate a nice postcard.