



City of Coquitlam

2015 Utility Bill

Payment Due: March 31, 2015

Billing Period: January 1 – December 31, 2015

New in 2015

Changes to Water
Utility Rates

Skip the Line and Pay Online at coquitlam.ca/utilitypayment

City of Coquitlam
3000 Guildford Way, Coquitlam, BC V3B 7N2
coquitlam.ca | 604-927-3000



CityofCoquitlam

Above all...

Coquitlam

What am I being billed for?

The City of Coquitlam provides water distribution and waste collection services to residents.

The cost for these services is charged separately from property taxes. Fees charged support operating costs as well as the replacement of aging infrastructure such as pipes, pumps, etc.

FOR EXAMPLE



9 reservoirs
ensuring supply of clean, safe drinking water for all homes.



Garbage going to landfill reduced due to new collection program.

33%



1000+ KILOMETRES of City maintained water and sewer pipes.

For inquiries related to charges for secondary suites, please call 604-927-3441 or visit coquitlam.ca/secondariesuites.

myCoquitlam

myCoquitlam is an easy and secure online service available 24/7 that allows you to access information about your City of Coquitlam accounts for utility fees, property taxes and dog licences.

Visit coquitlam.ca/myCoquitlam and use the access codes on your property tax bill, utility bill and/or dog licence renewal to sign up.



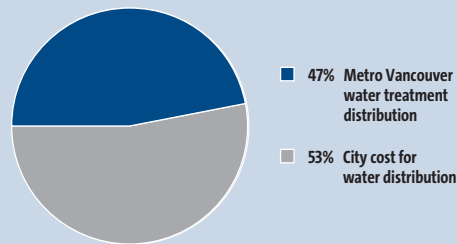
Water Fees



Coquitlam's drinking water comes from rainfall and snowmelt in the North Shore mountains and the Coquitlam Lake watershed. It flows to your tap through a network of reservoirs, pumping stations and water mains.

Coquitlam's flat rate charge for water is made up of the following:

- **47% 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.
- **53% of the Water Fee covers City costs** for the operation and management of the water system that provides water for fire protection as well as household, business and recreational use.



Annual Flat Rate Charge

Single Family \$457

Multi-Family \$420



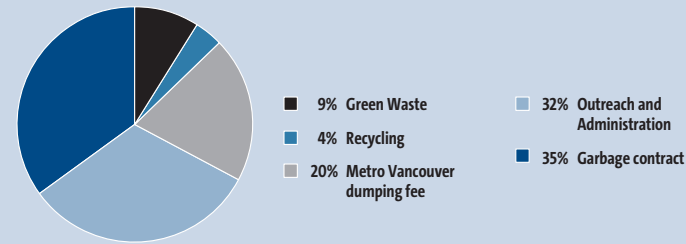
Garbage and Green Waste Fees



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 of yard trimmings at 995 United Boulevard.



Annual Flat Rate Charge

Single Family Garbage Rates
120L \$217 240L \$287 360L \$407

Multi-Family \$0

- 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 multimaterialbc.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.



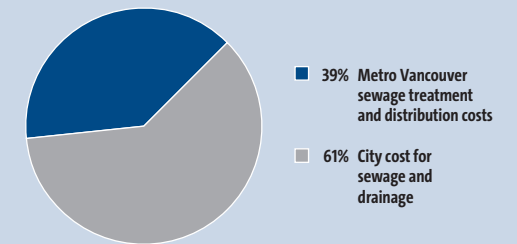
Sewer and Drainage Fees



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

- **39% of the Sewer and Drainage Fee is paid to Metro Vancouver** to cover the costs of the regional sewer system including sewage treatment plants.
- **61% of the Sewer and Drainage Fee covers City costs** for programs to keep treatment costs down including reducing the amount of unwanted rainwater infiltrating into the sewer system. The program also includes the regular inspection and repair of street sewers.

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

\$389



New Water Utility Rates in 2015

In 2015 water rates will be updated in Coquitlam for the first time since the 1970s.

Under the previous structure, residential customers paid the same water rates regardless of the type of home they lived in. This was appropriate in an era when most homes were small bungalows and some rental apartments.

Today, Coquitlam is a diverse community. Single-family homes are larger while multi-family homes are becoming the predominant housing type.

Adopting best practices from other municipalities across Metro Vancouver, Coquitlam is implementing variable water utility rates that recognize that:

- On average, multi-family homes use about half the water of single family homes due to their smaller size and lower irrigation usage; and
- Less piping infrastructure is needed to supply multi-family developments.

About 40% of the water utility costs are fixed costs such as pipes, pumps and reservoirs. These do not vary with consumption and are shared equally with all homeowners. The other 60% of the utility costs are variable and include the purchase of bulk water, electrical power, fuel and chemicals. Since generally multi-family residents consume less water, their share of those variable costs should be smaller as well.

As such, beginning in 2015, multi-family homes will pay a slightly lower water utility rate than single-family homes.

The full change will be phased in over the next five years until multi-family homes are paying 60% of the single family home rate.

coquitlam.ca/waterrates

Payment Information

Utility bills are due March 31, 2015. Payment received after this date will be subject to penalty charges. A second penalty will be added if still unpaid at September 30, 2015.

Utility accounts that remain unpaid at December 31, 2015 will be transferred to Tax Arrears and daily interest will be charged from January 1, 2016 until paid in full.

Payment Methods

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

- **By internet or telephone banking** – Use the account number from your bill to pay.
- **Online at coquitlam.ca/utilitypayment** – Use Visa, MasterCard or American Express.
- **At your bank** – Utility bills are payable at most financial institutions in Canada.
- **By mail** – Cheques post-dated to March 31 can be mailed in advance to 3000 Guildford Way, Coquitlam, BC, V3B 7N2. Returned cheques are subject to a \$25.00 service charge.
- **In person** – At City Hall (3000 Guildford Way) from 8:00 a.m. – 5:00 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.
- **Utility Instalment Plan** – If you are currently on the Instalment Plan, your bill will reflect payments made between August 1, 2014 and January 1, 2015. Your next withdrawal will be August 1, 2015 unless you instruct the City to cancel the plan. To join the plan or change your withdrawal amount for 2016, visit coquitlam.ca/utilitypayment or call 604-927-3050.

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