



## What Am I Being Billed For?

The 2024 utility bill covers the cost of utilities that you use at your home: **garbage and green waste collection, clean drinking water and sewer services**. These costs are billed separately from the property tax notice.

The fees charged fund operating costs as well as the replacement of aging infrastructure such as pipes, reservoirs and pump stations, and programs such as water conservation, Bear Smart and the Town Centre Recycling Depot.

## Some of Coquitlam's Utility Services

 **9** reservoirs ensuring the supply of clean and safe drinking water for all homes.

 **26,000** homes receiving garbage and green waste collection.

 **74,000** water and sewer connections.



Pay Your Coquitlam Utility Bill Online. *Skip the Line!*  
[coquitlam.ca/UtilityPayment](https://coquitlam.ca/UtilityPayment)

Billing Period  
**January 1 – December 31, 2024**

Utility Bill Payment Due  
**April 2, 2024**

## What Does My Utility Bill Include?





## Sewer Fee



- 38% of the Sewer Fee collected by the City is paid to Metro Vancouver to cover the costs of the regional sewer system, including sewage treatment plants.
- 62% of the Sewer Fee covers City costs for the operation, management and maintenance of the City's sewer collection and drainage systems.

### Annual Flat Rate Charge: Sewer



**\$548**



## Water Fee



- 53% of the Water Fee collected by the City is paid to Metro Vancouver to cover the costs of managing the regional supply system, including water treatment plants that deliver clean and safe water to Coquitlam.
- 47% 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: Water



single-family

**\$672**



multi-family

**\$403**

## Go Slow on Your **H<sub>2</sub>O**



### Coquitlam water conservation initiatives:

- Rain barrel sales (discounted price)
- Electronic water timer sales (discounted price)
- Toilet rebate tax credit program

Contact us for more information:

[waterconservation@coquitlam.ca](mailto:waterconservation@coquitlam.ca) | [604-927-3500](tel:604-927-3500)

## Watering Restrictions

Lawn watering regulations are in effect May 1 to October 15.



### Stage 1 Restrictions | Residential Lawn watering permitted

<b>EVEN</b> numbered	⋮	<b>ODD</b> numbered
addresses on	⋮	addresses on
<b>Saturdays</b>	⋮	<b>Sundays</b>

- Automatic-system lawn watering: 5 – 7 a.m.
- Manually-operated lawn watering: 6 – 9 a.m.

These watering restrictions will conserve water and help to manage future expenditures in expanding the regional water supply.

Water exemption permits are available to purchase for newly installed lawns.

Please visit [coquitlam.ca/H2O](http://coquitlam.ca/H2O) for a detailed list of watering restrictions and to learn about the City's water conservation tips and tools.



## Garbage Fee

Only properties that pay a Garbage Fee receive City waste collection services. Most apartments and townhomes do not pay this fee because they receive private garbage collection through their strata management company. This Garbage Fee funds:

- **Collection and disposal of garbage and green waste** from your home;
- **Large Item Pick-up program**, where properties can have up to four household items picked up each year;
- **Seasonal Unlimited Yard Trimmings collection** for six weeks each spring and fall;
- **Free, year-round drop-off of green waste** at the **United Boulevard Recycling and Waste Centre, 955 United Boulevard**;
- **Town Centre Park Recycling Depot**; and
- **Garbage and Green Cart maintenance**, wildlife awareness information programs, community education and customer service.

For more information about all of these programs and services, visit [coquitlam.ca/TrashTalk](https://coquitlam.ca/TrashTalk).

### Annual Flat Rate Charge: Garbage

  120L	<b>\$281</b>
  240L	<b>\$371</b>
  360L	<b>\$524</b>



## Recycling Services

Garbage and green waste collection are funded through the Garbage Fee on the annual utility bill and managed by the City. Recycling collection, however, is provided at no cost to residents in Coquitlam by the province-wide, non-profit organization, Recycle BC.

Visit [recyclebc.ca/coquitlam](https://recyclebc.ca/coquitlam) for information on residential recycling service.



## Never Miss Collection Day!

Join over 18,000 other Coquitlam households and get a personalized collection calendar, collection day reminders and important service interruption notifications.

Download the free Coquitlam Curbside Collection app or sign up for phone call or email reminders online at [coquitlam.ca/ReCollect](https://coquitlam.ca/ReCollect).

# myCoquitlam

## Access Your City Bills — Online!



utility bills



property tax notices



dog licences

### Sign up for ebilling with MyCoquitlam:

Receive your utility bills and property tax notices right to your inbox.

View your City accounts, including dog licences online.

Reduce the paper waste in your household.



Go to [coquitlam.ca/MyCoquitlam](https://coquitlam.ca/MyCoquitlam) to sign up



## Go Paperless! Opt Out of a Paper Collection Calendar



Coquitlam prints and mails a paper copy of the curbside collection calendar every June. However, all of the essential collection information included in the printed calendar is available online and through the free Coquitlam Curbside Collection app.

Residents who receive collection services and who do not wish to receive a printed curbside collection calendar for 2024/25 have the option to complete an opt-out form at [coquitlam.ca/CollectionCalendarForm](https://coquitlam.ca/CollectionCalendarForm) from now until April 12, 2024.



## Do You Have a Secondary Suite?

If you have additional charges on your utility bill, it is because your residence is deemed to have a secondary suite.

Charges related to a secondary suite:

- **Home with an unauthorized suite:** standard Water and Sewer Fee + 100% surcharge.
- **Home with an authorized suite:** standard Utility Fee + 40% surcharge.

To avoid a surcharge on your bill for a suite, you must apply to decommission it by December 1 to qualify for an adjustment the following year. (There will be no refund for current or past years.)

To have your suite authorized by the City, it must pass an inspection by the City's Building Permits Division.

For more information, please call [604-927-3441](tel:604-927-3441), email [permits@coquitlam.ca](mailto:permits@coquitlam.ca) or visit [coquitlam.ca/SecondarySuites](https://coquitlam.ca/SecondarySuites).

Advantages to authorizing a secondary suite:

- Protection of your financial investment
- Safety of your home's occupants

## Payment Information

Skip the line and pay in minutes with one of the following options. Visit [coquitlam.ca/UtilityPayment](https://coquitlam.ca/UtilityPayment) for more information.



**By internet or telephone banking:** Reference the account number from your bill.



**Online at [coquitlam.ca/UtilityPayment](https://coquitlam.ca/UtilityPayment):** Use Visa, MasterCard, American Express or Interac Online.



**By mail:** Cheques can be mailed to **3000 Guildford Way, Coquitlam, B.C., V3B 7N2**. Returned cheques are subject to a \$25 service charge plus penalty if applicable.



**Utility Instalment Plan:** For next year's utility bill, you may sign up to have six pre-authorized amounts withdrawn from your bank account. Instalments are credited to the following year's utility bill. To join the plan for 2025, visit [coquitlam.ca/UtilityPayment](https://coquitlam.ca/UtilityPayment) or call [604-927-3050](tel:604-927-3050).



**At your bank:** Utility bills are payable at most financial institutions in Canada.



**At a 24-hour dropbox:** Dropboxes are located at **City Hall, 3000 Guildford Way**, in the underground parking area or outside the Burlington Drive entrance; or at **Poirier Sport and Leisure Complex, 633 Poirier St.**



**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.

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

**Payment due April 2, 2024.** A 5% penalty will be added to amounts unpaid after April 2. A further 5% will be added to accounts unpaid after October 1, 2024.

Utility accounts that remain unpaid after December 31, 2024 will be transferred to property taxes in arrears and daily interest will be charged from January 1, 2025 until paid in full.

## Live Smart with Urban Wildlife

Coquitlam is home to bears and other urban wildlife. Coexist safely with wildlife by reducing the attractants on your property.

- Put food scraps in Green Cart.
- Store Garbage, Green Carts and Recycling in an area inaccessible to wildlife (e.g. locked garage or shed).
- Place Carts and Recycling at the curbside no earlier than 5:30 a.m. on collection day, and bring them in as soon as possible after collection.

**Failure to follow these steps may result in a \$500 fine.**

For more information visit [coquitlam.ca/UrbanWildlife](https://coquitlam.ca/UrbanWildlife) or contact Urban Wildlife at [604-927-3660](tel:604-927-3660).



## Sign Up for Updates with NotifyMe



Receive reminders and important information regarding your utility bill and property tax right to your inbox by subscribing for the Property Tax and Annual Utility Bill Reminders NotifyMe list.

Visit [coquitlam.ca/NotifyMe](https://coquitlam.ca/NotifyMe) to learn more and subscribe.

## Download the City's App



Access City news, a community events calendar, parks and facility information and more.

Visit [coquitlam.ca/CoquitlamConnect](https://coquitlam.ca/CoquitlamConnect) or download for free at Google Play or the Apple Store.

## Be in the Know

Follow us on social media to know what's happening in Coquitlam

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[@cityofcoquitlam](https://www.instagram.com/cityofcoquitlam)

[City of Coquitlam](https://www.youtube.com/c/cityofcoquitlam)

[Want to join our team? Look for us on LinkedIn](https://www.linkedin.com/company/cityofcoquitlam)

City of Coquitlam

[3000 Guildford Way, Coquitlam, B.C. V3B 7N2](https://3000GuildfordWay.com)

[604-927-3000](tel:604-927-3000) | [info@coquitlam.ca](mailto:info@coquitlam.ca)