



## What Am I Being Billed For?

The 2023 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 support 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 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](http://coquitlam.ca/utilitypayment)

Billing Period  
**Jan. 1 – Dec. 31, 2023**

Utility Bill Payment Due  
**March 31, 2023**

## What Does My Utility Bill Include?



Increases to **sewer utility rates** and **water utility rates** are driven by Metro Vancouver’s plans for expanded capital infrastructure investments to meet regional service requirements, growth demands and resilience upgrades, and account for a significant percentage of both the City’s total **sewer, drainage and water budgets**. Metro Vancouver is the regional government that is responsible for a range of regional utility and other services such as wastewater treatment.

In anticipation of the significant Metro Vancouver rate increases including those identified in the approved Metro Vancouver Five Year Financial Plan, Coquitlam’s prudent financial strategy and contingency planning is helping to reduce the impact of rate increases as shown in the charts below.

## Sewer Fee

- **33% 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.
- **67% of the Sewer Fee covers City costs** for the operation, management and maintenance of the City’s sewer collection and drainage systems.

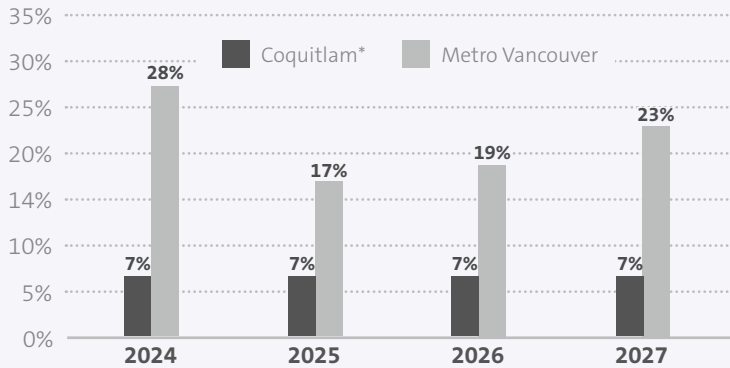


## Water Fee

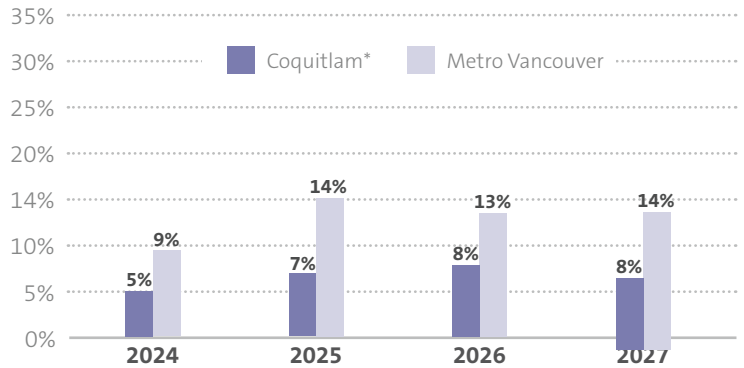
- **51% of the Water Fee collected by the City is paid to Metro Vancouver** to cover the costs of managing the regional supply system, including water treatment plants that deliver clean and safe water to Coquitlam.
- **49% of the Water Fee covers City costs** for the operation and management of the City’s water distribution system that provides water for fire protection as well as household, business and recreational use.



### Forecasted Annual Rate Increases – Sewer



### Forecasted Annual Rate Increases – Water



\*The Coquitlam rates for sewer, drainage and water fees includes the Metro Vancouver increases, and are the final ‘blended’ rate that residents and businesses pay.

#### Annual Flat Rate Charge – Sewer



**\$522**



#### Annual Flat Rate Charge – Water



single-family

**\$640**



multi-family

**\$384**



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

These water conservation initiatives are offered by the City:

- Rain barrel sales (at cost)
- Electronic water timer sales (at cost)
- Toilet rebate tax credit program

Contact us for more information:  
waterconservation@coquitlam.ca | 604-927-3500

## Watering Restrictions

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

**Stage 1 Restrictions** | Residential Lawn watering is permitted:

**EVEN** numbered addresses on **Saturdays**

**ODD** numbered addresses on **Sundays**

- Lawn watering with automatic systems allowed from 5 a.m. to 7 a.m.
- Manual lawn watering (e.g. handheld hose) allowed from 6 a.m. to 9 a.m.

These watering restrictions will help defer billion dollar expenditures in expanding the regional water supply.

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




## Garbage Fee

The annual solid waste charge for garbage and green waste covers:

- The costs to pick up the garbage and green waste from your home.
- The costs to dispose of garbage and compost green waste.
- The costs to operate a recycling depot in Town Centre Park.
- The costs to provide the Large Item Pick-Up program (up to four household items per year). [coquitlam.ca/lipu](http://coquitlam.ca/lipu)
- The costs for community education, outreach, customer service, cart maintenance and wildlife awareness programs.
- Seasonal Unlimited Yard Trimming collection for six weeks in the spring and fall and free drop-off for yard trimmings at the United Boulevard Recycling and Waste Centre year round. [coquitlam.ca/yardtrimmings](http://coquitlam.ca/yardtrimmings)

For more information visit [coquitlam.ca/trashtalk](http://coquitlam.ca/trashtalk).

### Annual Flat Rate Charge – Garbage

	\$ 120L	<b>\$275</b>
	\$ 240L	<b>\$364</b>
	\$ 360L	<b>\$514</b>



## Recycling Services

Unlike garbage and green waste collection, which are funded by City utility fees and managed by the City, recycling collection is provided at no cost to residents in Coquitlam by the non-profit organization, Recycle BC. Visit [recyclebc.ca/coquitlam](http://recyclebc.ca/coquitlam) for information on residential recycling services.



## Never Miss Collection Day!

Download the free Coquitlam Curbside Collection app directly to your smartphone for weekly collection day reminders and instant service disruption notifications. Visit [coquitlam.ca/recollect](http://coquitlam.ca/recollect) for more information, to sign up for email or phone call reminders, or to download and print a personalized collection calendar.



# 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](http://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. This year, we're exploring more environmentally friendly options to deliver this important information to residents. All of the essential collection information included in the printed calendar is also available on demand on the free Coquitlam Curbside Collection app. Visit [coquitlam.ca/recollect](http://coquitlam.ca/recollect) to download the app or sign up for email or phone call weekly collection reminders.

Residents who receive collection services and who do not wish to receive a printed curbside collection calendar for 2023/24 have the option to complete an opt-out form at [coquitlam.ca/CollectionCalendarForm](http://coquitlam.ca/CollectionCalendarForm) from now until April 15, 2023.







## 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 Utility 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 Dec. 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 604-927-3423, email [permits@coquitlam.ca](mailto:permits@coquitlam.ca) or visit [coquitlam.ca/secondariesuites](http://coquitlam.ca/secondariesuites).

### Advantages to authorizing a secondary suite:

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

## 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](http://coquitlam.ca/urbanwildlife) or contact Engineering Customer Service at 604-927-3500.



## 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](http://coquitlam.ca/notifyme) to learn more and subscribe.

## Download the City's App



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

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

## Payment Information

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



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



**Online at [coquitlam.ca/utilitypayment](http://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 2024, visit [coquitlam.ca/utilitypayment](http://coquitlam.ca/utilitypayment) or call 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, located in the underground parking area or outside Burlington Drive entrance; or at Poirier Sport & Leisure Complex, 655 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 March 31, 2023.** A 5% penalty will be added to amounts unpaid after March 31. A further 5% will be added to accounts unpaid after Oct. 3, 2023.

Utility accounts that remain unpaid after Dec. 31, 2023 will be transferred to property taxes in arrears and daily interest will be charged from Jan. 1, 2024 until paid in full.

## Be in the Know

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



City of Coquitlam



@cityofcoquitlam



@cityofcoquitlam



City of Coquitlam



Want to join our team? Look for us on LinkedIn.

City of Coquitlam

3000 Guildford Way, Coquitlam, B.C. V3B 7N2

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