

Utility Services and Billing

Updates on your sewer, water and solid waste services.

The Village has been working hard to bring our water and wastewater treatment into compliance with today's Provincial regulations. These improvements will help protect the environment and our health.

Since 2017, the Village has been awarded over \$12 million in senior government funding for these major infrastructure projects. Residents and businesses must also contribute towards some capital costs and increased operating costs through utility fees and parcel taxes.

Utility Bill Due Date

February 18, 2020

Please pay your quarterly bill by the due date to avoid a 10% penalty.

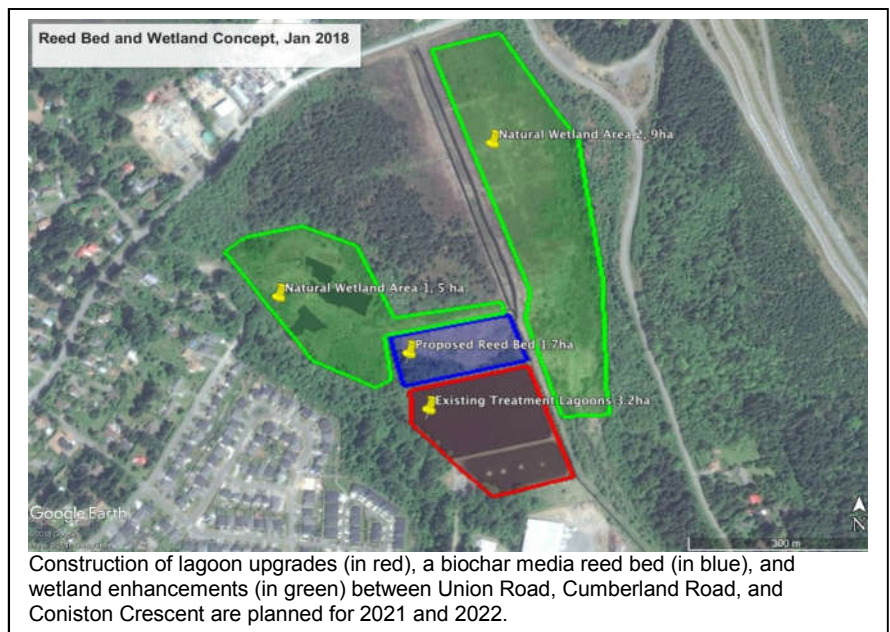
Sewer Services

This service is made up of wastewater collection, treatment and disposal, as well as stormwater collection and disposal.

Wastewater Treatment

In late 2020 or early 2021, design and construction contracts will be prepared for the \$9.7 million upgrade to our wastewater treatment system. Construction of lagoon upgrades will commence in 2021 with the construction of a biochar media reed bed and wetland enhancements to follow.

Good News! There will be **no additional tax payments** necessary to repay the Village's portion of the **capital debt** for these upgrades. Recent contributions made by land developers (called development cost charges or DCCs) toward capital costs of infrastructure upgrades and expansion will cover these debt payments.



You will continue to see gradual increases to your utility bill and parcel taxes for

- the replacement of leaking sewer collection pipes,
- the installation of new storm drains to reduce inflow of storm water into the treatment system, along with other inflow and infiltration reduction measures,
- increased **operating** costs for the upgraded treatment plant

The residential sanitary sewer utility fee has increased by \$2.25 per quarter in 2020.

Lagoon Upgrades: Annual capital and operating costs for an average residential home once the project is completed	
What we thought the annual costs would be:	What we now forecast annual costs to be:
\$449 per year	\$180 per year





Water Services

With the commissioning of our new water treatment plant, the Village will meet the Provincial drinking water treatment objectives for surface water supplies and our Island Health water operating permit, which means a safer and more reliable drinking water for the community.

Capital debt repayment for these improvements will be paid through an annual parcel tax starting in 2021:

- Stevens Lake dam seismic stability – Completed in 2014
- Twinning of the water supply line – Completed in 2017
- 2500m³ treated water reservoir – Commissioning in 2020
- Water treatment plant – Commissioning in 2020

Water utility fees pay for water treatment operations, replacement of aging water infrastructure, and improved monitoring and maintenance of our surface water dams for public safety:

Parcel Type	Fixed charge per quarter		Consumption rate per m3 of water*	
	2019	2020	2019	2020
Residential and Duplex Unit	\$50.00	\$51.25	\$0.72	\$0.72
Multi-Family Unit	\$43.00	\$41.50	\$0.70	\$0.71

*it takes about 0.25m³ of water to fill a bathtub

Solid Waste Collection

For many years, the Village was fortunate to have had a very affordable solid waste collection contractor and low tipping fees. However, recent changes with our contractor along with changes in the collection industry and increasing tipping fees at the regional Waste Management Centre are having an impact on our solid waste fees.

We have also had the benefit of participating in the CVRD organics pilot program at very little cost. With full implementation of the program in 2022, we must start to contribute to the operation of the organics composting facilities.

Solid waste fees for both residential and commercial properties are expected to increase \$4 per year or \$1 per quarter.

	2019	2020
Residential unit:	\$23.40 per quarter	\$24.45 per quarter
Commercial, Industrial, Institutional premises:	\$46.25 per quarter	\$47.20 per quarter

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Payment Options

1. Online payment at these participating financial institutions:

- Bank of Montreal
- Credit Unions
- First Credit Union
- National Bank
- Royal Bank
- Scotiabank
- TD Bank

Please allow up to five business days for processing of online payments.

2. In person at the Village office at the address below.

The office accepts cash, cheque or debit.

When the office is closed, you can drop a cheque through the drop box in the front door.

3. By mail to the Village office at the post office box below.

If you mail your payment to the Village, the date of payment is the date the payment is received by the Village and not the date of postmark.

