



## Utility Services and Billing

Updates on wastewater, solid waste collection services, and drinking water. Electronic billing now available!

### Sanitary and Storm Water Sewer Services

This service is made up of wastewater collection, treatment, and disposal, as well as stormwater collection and disposal. The residential sewer utility fee has increased by \$0.50 per quarter in 2022.

### Utility Bill Due Date

**May 24, 2022**

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



### Wastewater Treatment

The Village of Cumberland's critical Wastewater Treatment Upgrades Project will consist of a two-phased approach.

The severe heat of summer 2021 and then significant rains of the fall, added additional planning requirements to the system, including the need to change the original approach to aeration of the lagoon system, and the original intent to rely on a gravity-flow treatment system. The lagoon upgrades will now include subsurface diffused aeration of both lagoons and pumped flow to treatment components on higher ground. These two changes create significant climate resiliency – providing flood protection to the works making them able to achieve performance under the widest range of current and expected future conditions.

To accommodate these changes, the project has been separated into two phases. The first phase is the treatment upgrades required to achieve regulatory compliance, and this work will happen in 2022 and 2023. The second phase are all the works to achieve the aspirational goals of higher level treatment, removing pharmaceuticals, seismic upgrades, wetland and habitat restoration and enhancement, and creating new recreational trails. Phase 2 works will happen in 2023 and 2024. Additional grant funding is being pursued to support the Phase 2 works. Work is expected to start on site in April with preliminary tree clearing and construction will begin on the lagoon upgrades in the summer, with completion expected in fall of 2023.

Search "wastewater upgrades" on our website [cumberland.ca](http://cumberland.ca) for updates.





## Solid Waste Collection

Solid waste collection fees are increasing. Changes in the collection industry and increasing tipping fees at the regional Waste Management Centre are having an impact on these fees.

In February 2022, the Village switched to the “add-a-day” system for curbside solid waste collection to get in step with other communities in the Comox Valley. The add-a-day system advanced collection by one day after each statutory holiday.

The Village recognizes the challenges solid waste collection has posed to residents and businesses over the past few years due to collector changes and labour shortages. By working cooperatively with other regional local governments, the Village hopes that the service will improve.

	2021	2022
<b>Residential unit:</b>	\$28.70 per quarter	\$33.10 per quarter
<b>Commercial, Industrial, Institutional premises:</b>	\$51.00 per quarter	\$52.65 per quarter

## Water Treatment

Water utility fees listed on your utility bill help pay for water treatment operations, replacement of aging water lines, and improved monitoring and maintenance of our surface water reservoirs and dams. These fees increase each year as costs to operate and maintain the system increase.

Parcel Type	Fixed charge per quarter		Consumption rate per m3 of water*	
	2021	2022	2021	2022
Residential & Duplex	\$52.20	\$55.85	\$0.74	\$0.74
Multi-Family Unit	\$42.00	\$42.00	\$0.78	\$0.85

\*For reference, it takes approx. 0.25m3 of water to fill a bathtub

## Electronic Billing Available for Property Tax & Utility Accounts

To register for this service, search “electronic billing” on our website [cumberland.ca](http://cumberland.ca). This online form can also be used to update your email address and to unsubscribe from electronic billing at any time.

To complete this online form, you will need to provide the following information:

- email address
- property tax folio number
- civic address
- phone number

Each registered owner with the same mailing address will have to sign up for electronic billing to avoid receiving a paper copy of their property tax notice. If you own multiple properties within the Village of Cumberland, please complete a separate online form for each property.

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### Payment Options

Search “make a payment” on our website [cumberland.ca](http://cumberland.ca) for information on your options for making a payment to the Village.

### Village Office Hours

- Office hours are 9 a.m. to noon and 1 p.m. to 4 p.m. Monday to Friday with closures for Statutory holidays.
- The Village of Cumberland follows BC public health guidelines. Search “covid-19” on our website [cumberland.ca](http://cumberland.ca) for current mask requirements.

