

### Garbage and Recycling

Garbage and recycling collection are based on a flat fee. Each residence is allowed 2 cans of garbage pick up per week plus unlimited recycling pick up every other week.

### Additional Garbage Service

Each additional container of garbage above the quota can be collected by purchasing garbage tags at \$1.50 per bag at the following locations:

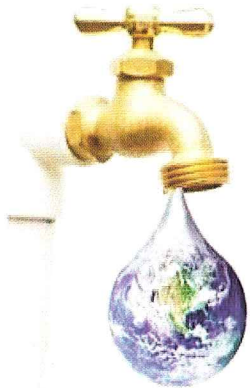
- Vernon City Hall
- Vernon Recreation Complex

### Residential Sewer

Sewer is based on your 1<sup>st</sup> quarter water consumption and remains in effect for the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarter.

### Secondary Suites

Houses with secondary suites are charged for additional water, sewer, garbage and recycling.



### My City

*"Your City at your fingertips"*

MyCity is a new secure, online service that provides access to your utility account online, 24/7.

### Why Use MyCity?

- View current and past billing history
- View account payment history
- Keep track of all utility consumption & conservation efforts

Go to [www.vernon.ca](http://www.vernon.ca), click on "Register Now" to create a profile and register your accounts follow the online instructions.

***It's easy – Register today!***



City of Vernon

#### **To contact us**

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# City of Vernon

Finance Department



## Understanding your Residential Utility Bills

- Water
- Sewer
- Recycling and Garbage
- Quarters
- Ownership Changes

City of Vernon

[www.vernon.ca](http://www.vernon.ca)

# User Rate System

## What do we mean by User Rates?

The City of Vernon charges residents for water consumption and sewer through a User Rate System. Residents pay for what they use through fees. In other words, the more you use, the more you pay. The City of Vernon believes that this type of system helps promote conservation.

## When do charges start?

Charges for water, sewer, garbage and recycling start as soon as the water is turned on for a property. Charges also start 60 days after a plumbing inspection approval date or immediately after the installation of the water meter.

## How do I stop charges?

In order to stop water, sewer and garbage charges; a water turn off request must be made. Please note that water and sewer base charges will always remain in effect.

To resume services a turn on date is required. Current fees for both turn on and turn off total \$50.

## When am I billed?

Bills for water, sewer, garbage and recycling are sent out four times a year, or every three months, January, April, July and October. Water meters are read once every three months.

## What if bills aren't paid?

Unpaid water, sewer, garbage and recycling rates are carried forward to the next statement and interest is calculated every billing period. Any unpaid user rate amounts on December 31 are automatically transferred to taxes as arrears and interest is calculated daily.

## Where and when do I pay?

- In person at City Hall
- Through the City's Utility Auto Debit Plan
- Most major banks, trust companies and credit unions in Canada
- Through PC banking and telephone banking (contact your financial institution for details)
- By regular mail
- The drop box at City Hall

Interest applies if payment is received at the payment location after 4:30 pm on the due date printed on the bill. If you choose to mail your payment, please allow sufficient time for it to reach City Hall by the due date.

To assist those leaving for extended vacations, the City also accepts prepayments and post dated cheques, up to six months.

## What if ownership changes?

The City does not read meters when ownership changes hands. The utility account stays with the property. The statement of adjustments you received from your lawyer or notary should show any necessary adjustments made to your account. Please contact your lawyer directly if this adjustment was not done.

## Service is Mandatory

Every house connected to the City's sewer system and Greater Vernon Water (GVW) system must pay the user fees.

All residential property owners must pay for basic garbage collection and recycling service. Basic services currently allows for the disposal of two standard size cans or bags of garbage every week, plus curb side blue bag recycling for newspaper, cardboard, plastic and tin every other week.

## Water

The water service is the responsibility of GVW and the City undertakes billing and maintenance services on their behalf.

## "Normal" Water Consumption

Water consumption varies greatly from one house to the next, depending on the number of people living in the home and their water usage habits.

Lawn and garden watering, sprinkler systems, pools and car washing can all increase water consumption considerably.

## Typical winter consumption might be:

1 or 2 occupants	20-50 m <sup>3</sup> /Qtr
3 or 4 occupants	60-100m <sup>3</sup> /Qtr
5 or more occupants	100+m <sup>3</sup> /Qtr

- Checking for a water leak
- Check taps, toilets, etc. to ensure no water is running.
- Read and record meter reading
- Refrain from using any water for an extended period of time, such as overnight
- Read and record meter reading again  
If the meter has moved, there might be a leak and a need to consult a plumber.

## Measuring Water Usage

All water is billed based on cubic meters.

## To convert:

Cubic meters to gallons – multiply by 220  
Gallons to cubic meters – multiply by .004546  
1 cubic meter= 1,000 Liters