



Rate Structure

To encourage water conservation, the charge per gallon of water increases with consumption.

~ simply put ~
**The more you use,
the more you pay**

“Normal 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	100-200 gal/day
3 or 4 occupants	150-250 gal/day
5 or more	250 plus gal/day

~ To check for water leaks ~

- Check taps, toilet, 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 may be a leak and a need to consult a plumber.

SEWER AND GARBAGE

Basic Rates

Sewer and garbage collection charges are based on an annual fee. This fee is allocated to each statement based on the number of days in the billing period.

Charges for Additional Units

Houses with secondary suites are charged for additional sewer and garbage service.

Service is Mandatory

Every house connected to the City’s sewer system must pay the sewer user fee.

All residential property owners of four units or less must pay for basic garbage collection and recycling service. Basic service currently allows for the disposal of one standard-sized can or bag of garbage every week, plus curbside blue and yellow bag recycling for newspaper, cardboard, plastic and tin every other week.

Extended Garbage Service

One additional container of garbage every week can be collected by purchasing \$2 garbage tags at any of the following locations:

- Nanaimo City Hall
- Nanaimo Public Works Yard (Labieux Road)
- Nanaimo Rec Centres
- Cash Plan at Harbour Park Mall
- Shopper’s Drug Marts
- Nanaimo Rexall Postal Outlets (not Beaufort)
- Northridge Husky
- Wal-Mart Lottery Ctr
- Central Drugs, Beban
- Co-op Gas Bars
- Uplands Convenience Store
- Thrifty Foods - Longwood
- Fairway Market
- Quality Foods
- Food Country - Tenth Street
- Pharmasave Stores
- More than Movies, Boundary Avenue & Dover Rd
- Pharmasave, Chase River
- London Drugs—North End
- Jingle Pot General Store

To Contact Us

General Inquiries

Nanaimo City Hall
455 Wallace Street
Nanaimo BC V9R 5J6
Call: 250-754-4251
Online: www.nanaimo.ca

User Rate Statements:

Call: 250-755-4416 or 250-754-4251
Email: userrates.info@nanaimo.ca

Sewer/Water Service or Garbage Collection & Recycling:

Call: Public Works at 250-758-5222

Disconnections and Reconnections:

Call: Building Inspection Division at 250-755-4425



Understanding your
USER RATE STATEMENTS
For Water, Sewer
and Garbage

OUR USER RATE SYSTEM—WATER, SEWER & GARBAGE BILLING

What do we mean by User Rates?

The City of Nanaimo charges residents for water consumption, sewer and garbage collection through a user rate system. Residents pay for what they use through fees. In other words, the more water you use, the more you pay. The City of Nanaimo believes that this type of system helps promote conservation.

When do charges start?

Charges for water consumption start as soon as the water meter is installed on a property. Sewer and garbage charges start once the property has occupancy.

How do I stop charges?

In order to stop water, sewer and garbage charges, a disconnect permit must be purchased from the City's Building Inspection Department located at 238 Franklyn Street. This will result in the water meter being removed or locked.

To resume services a reconnect permit must be purchased. Current fees for both disconnect and reconnect permits are \$100.00.

**Ask us about epost
and our payment plans!**



When am I billed?

Statements for water, sewer and garbage user rates are sent out about once every four months.

Water meters are read once every four months. The City is divided into 16 billing areas. All bills within a certain billing area being mailed out at the same time.

Where and when do I pay?

- In person at City Hall
- Through either of the City's 2 payment plans - Equal Payment Installment Plan or Auto Debit Plan
- Most Financial Institutions in Canada
- Through PC Banking and Telebanking (contact your financial institution for details)
- Through regular mail

A five percent discount applies if payment is received at a payment location on or before 4:30 p.m. on the discount date printed on the Statement of User Rates. If you choose to mail your payment, please allow sufficient time for it to reach City Hall by the discount eligibility date.

To assist those leaving for extended vacations, the City also accepts pre-payments and post-dated cheques.

What if ownership changes?

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

What if bills aren't paid?

Unpaid water, sewer and garbage user rates are carried forward to the next Statement of User Rates. Any unpaid user rate amounts on December 31 are automatically transferred to tax arrears and interest is calculated daily.

MEASURING WATER USAGE

Three types of meters, measuring water either in gallons, cubic metres and cubic feet, are in use throughout the City. Most meters measure cubic metres but the City uses gallons to show your daily consumption.

To convert:

Cubic metres to gallons—multiply by 220

Cubic feet to gallons—multiply by 6.229

**The City of Nanaimo has a “User Pay” philosophy in order to promote conservation.
Simply put ~ the more you use, the more you pay.**