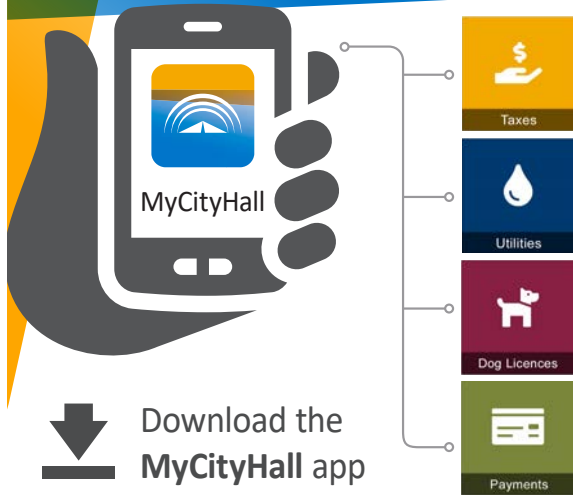


NEW! Mobile payment options



Pay online

Pay your monthly bill online. Just look for “Fort St. John (City of)–Utilities” in your bank’s online system. When you enter your account number, enter all 10 digits.

Examples

Residential
1234567.000, enter it as 1234567000

Commerical
12345.000, enter it as 0012345000

The account number associated with your account stays with the property, not the person. If you move, you will have a different number for your new address.

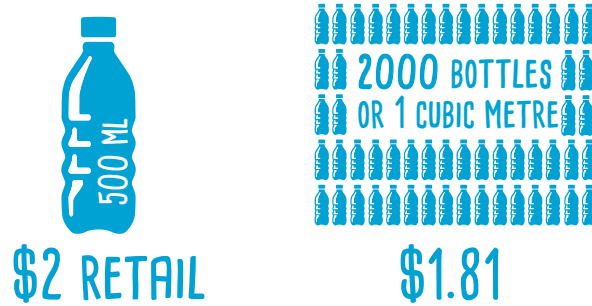
Save \$5 a month

Sign up for email billing to save \$5 every month. Email your name, utility account number and address to utilities@fortstjohn.ca.

To save even more, implement our water conservation tips at fortstjohn.ca/liveitgreen.

Fun Fact

An average 500 ml bottle of water will cost \$2 at the store. You can take that bottle home and refill it 2000 times with clean fresh water for \$1.81.



Where is our water from?

Fort St. John’s water system has 5 shallow wells which are located 5 km upstream of the Peace River Bridge and beside the railway bridge in Taylor. The wells are pumped to the high lift pump station and then pumped through 11 kms of pipeline to the City of Fort St. John’s water treatment facility. The average flow is 9,000 cubic metres per day (that is 9,000,000 litres of water).



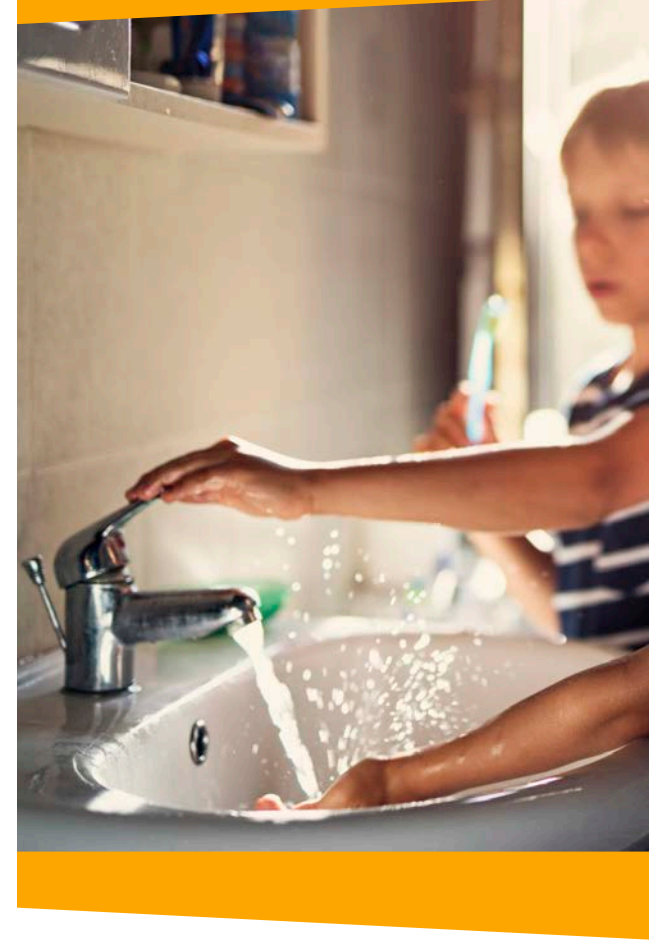
City of Fort St. John

Utilities Rates and Billing

NEW RATES 2021



Learn how to save \$5 (or more) per month



Utilities Rates

To achieve Council's goal of financial sustainability, water and sewer rates are to be increased annually to achieve full-cost recovery for the operation of the water and sewer system.

Full cost recovery pricing means water and sewer rates will include all costs associated with providing the supply and treatment of drinking water as well as the collection and treatment of wastewater.

Achieving full cost recovery is a necessary step to ensure the continued success of the region's water and wastewater program.

Effective January 1, 2021 the City's utilities rates have increased:

- increasing the water rate within the city boundary to \$1.81 per cubic metre
- increasing the sewer rate within the city boundary to \$1.90 per cubic metre
- increasing the Sewer Fixed Charge to \$13.00 per month
- increasing the monthly fee for garbage collection to \$8.00 per garbage cart

	Jan. 1, 2020	Jan. 1, 2021
Water per Cubic Metre (m ³)	\$1.77	\$1.81
Water Fixed Charge per month	\$13.00	\$13.00
Rural Water Station & Users outside City Boundaries per Cubic Metre (m ³)	\$3.00	\$3.00
Rural Water Station non-domestic use, per Cubic Metre (m ³)	\$8.50	\$8.50
Sewer per Cubic Meter (m ³)	\$1.81	\$1.90
Sewer Fixed Charge per month	\$12.00	\$13.00
Garbage Collection per bin	\$5.00	\$8.00
Recycling Collection per bin	\$5.00	\$5.00
Administration fee for additional cart per cart	\$30.00	\$30.00

Questions?

Utilities Billing

utilities@fortstjohn.ca or 250-787-8167

Water Meter Service Appointments

metertechns@fortstjohn.ca or 250-787-8013

Utilities Infrastructure or Solid Waste

Jeremy Garner, Director of Public Work and Utilities
jgarner@fortstjohn.ca or 250-787-8174



Any past due balances on your utility account on December 31, 2020 are transferred to the property tax account.

Need to make changes to your Utilities Account?

Visit fortstjohn.ca/utilities and complete the web forms to make changes to your account, including:

- Change mailing address
- Set-up new utilities
- Transfer utilities
- Cancel utilities

Estimated Bills

If your water meter components are not providing meter readings your bill will indicate that the read is an ESTIMATE (see example image). For 90 days, the system estimates your bill using historical data from your residence, which will be reconciled with actual use after repairs are completed. If, after 90 days, your water meter has not been fixed, you will be placed on an unmetered rate.

If your bill is **estimated**, please contact us at 250-787-8013 or metertechns@fortstjohn.ca to schedule an appointment with a water meter technician. If your bill indicates **zero** or no consumption, and the home is occupied, you need to schedule an appointment.

Estimated read appointment required please call (250) 787-8150

Payments received after the date of billing will appear on the next bill.

SERVICE ADDRESS	BILLING START DATE	BILLING END DATE	METER READ	DUE DATE	
			System Estimated		
DATE	UTILITY SERVICE	PREVIOUS READ	CURRENT READ	CONSUMPTION	TOTAL

METER TRANSMITTING UNIT (MTU)



WATER METER

After 90 days, your account will be placed on an unmetered rate and will not be reconciled after repairs.