

Water & Sewer 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. 2019 is the eighth year, in a 10 year plan, of gradually increasing rates towards full cost recovery.

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, 2019 the City’s water and sewer rates have increased:

- increasing the water rate within the city boundary to \$1.65 per cubic metre,
- increasing the sewer rate within the city boundary to \$1.69 per cubic metre.

	Jan. 1, 2018	Jan. 1, 2019
Water per Cubic Metre (m ³)	\$1.62	\$1.65
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)	\$1.67	\$1.69
Sewer Fixed Charge per month	\$12.00	\$12.00

Questions?

If you have any questions about water and sewer infrastructure please contact the Director of Public Works & Utilities.

Director of Public Works & Utilities

Jeremy Garner, jgarner@fortstjohn.ca or 250-787-8174

For questions about water and sewer billing contact the City Finance Department.

Finance Utilities Clerks

ut@fortstjohn.ca or 250-787-8150

Please Note:

Any past due balances on your utility account on December 31, 2018 are transferred to the property tax account.

Water Tours

Call our water treatment plant to arrange for an educational tour. Learn where our water comes from, what we do to make it nice and clean, and how we get it to your house for less than 2 pennies per litre!

To arrange a tour call: 250-787-8150

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). The system estimates your bill using historical data from your residence which might be higher or lower than the actual water used. Once we have an actual read from the meter a correction will appear on your bill.

If your bill is **estimated**, please contact us at 250-787-8150 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
xxxx 81 St		Jan 1, 2014	Jan 31, 2014	System Estimated	Feb 28, 2014
DATE	UTILITY SERVICE	PREVIOUS READ	CURRENT READ	CONSUMPTION	TOTAL

METER TRANSMITTING UNIT (MTU)



WATER METER

After repairs to a water meter system, either a credit or an amount owing will appear on your bill. The longer your bill is estimated, the higher the adjustment amount could potentially be.



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. So, if your account number on your bill is listed as 7112630.000, enter it as 7112630000.

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 ut@fortstjohn.ca.

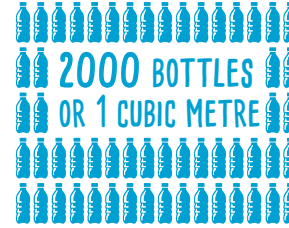
To save even more, implement our water conservation tips at fortstjohn.ca/liveitgreen.

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 \$1.65.



\$2 RETAIL



\$1.65

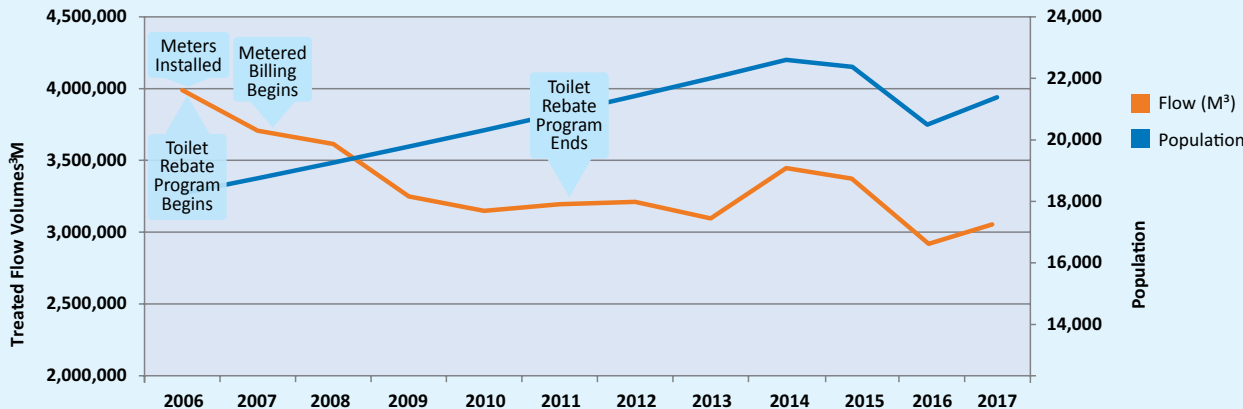
Where is our water from?

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).

Water Consumption

Through water metering and conservation incentives our community has been able to reduce water consumption even with a yearly increase in population.

Household metering increases consumer awareness of water use and provides financial incentive to conserve water. In 2009, Canadian households with meters used 73% less water than unmetered households on flat-rate water pricing schemes. —*Environment Canada*



City of Fort St. John

Water & Sewer Rates and Billing

NEW RATES 2019



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

