Your water bill helps pay for the high-quality water drinking water we all enjoy, as well as the complex network of dams, mains, pump stations, and treatment facilities that deliver the water to your home.

First, let's go over where our water comes from.

The water we use comes from rainfall and melted snow that flows through creeks and streams into local watersheds.

We get a lot of rain in West Vancouver and it's easy to forget that our high-quality drinking water doesn't just fall from the sky. A lot of work and infrastructure goes into providing safe, treated water for our residents.

In a typical year, nearly half of our drinking water comes from right here in West Vancouver—Eagle Lake and Montizambert Creek can supply up to roughly 40 to 45% of the District's total water demand. The rest of the water supply is purchased from Metro Vancouver.

The watersheds and treatment plants are closed to public access, protecting our water supply from possible contamination.

# UTILITY FEES ARE BILLED QUARTERLY, AND EACH BILL WILL INCLUDE CHARGES FOR:

- DRINKING WATER
- SEWER & DRAINAGE
- GARBAGE, ORGANICS & PUBLIC REALM WASTE COLLECTION

West Vancouver has a metered water and sewer utility. What you pay for water and sewer will vary each quarter depending on how much water you use.

Your water bill doesn't only pay for the water you use, it also funds the network of dams, mains, pump stations, and treatment facilities that deliver water to your home, as well as the labour required for maintenance.

The geography of West Vancouver—covering a large area with many hills and creeks—creates challenging conditions for operating and maintaining this complex network.

# THERE ARE THREE COMPONENTS TO YOUR WATER UTILITY FEES

## BASE WATER CHARGE

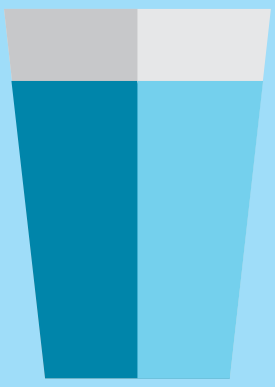
Your base water charge is determined by your property type and size of water connection.

## METERED WATER CHARGE

For single-family residential properties, charges are calculated using a tiered water rate structure. This means, the more water you use—whether it's for drinking, watering your lawn, or washing your car—the more you will pay on your utility bill.

## WATER METER FEE

When meters were originally installed in 2006 and 2007, many properties opted to spread out the cost of the meter over a number of years. This cost appears as a water meter fee. The meter fee is anticipated to end in 2021 when the meter is paid off, and will no longer appear on your bill.



## YOUR TOTAL QUARTERLY WATER CHARGES

quarterly base water
quarterly metered water charge
\+ quarterly meter fee

total for water

## USE LESS—SAVE MORE

Dry periods and higher demand for water in the summer lower the reservoirs' water levels—and our drinking water supply.

# YOUR WATER BILL HELPS FUND WATER TREATMENT FACILITIES, INCLUDING THE EAGLE LAKE WATER TREATMENT FACILITY

The state-of-the-art Eagle Lake Water Treatment Facility is capable of processing 21 million litres of water each day to the residents of West Vancouver. This is the equivalent of filling the pool at the West Vancouver Community Centre 15 times!

The facility was completed in 2008 and cost $16.8 million to build.

Your utility bill helps pay for this treatment facility and the complex network of mains and pipes that the water travels through to get to your home.

Water flows from Eagle Lake into the treatment facility, where it's treated against waterborne diseases and possible impacts of turbidity, producing the high-quality drinking water that residents enjoy. The water exceeds guidelines for Canadian drinking water quality.

# INSIDE THE EAGLE LAKE WATER TREATMENT FACILITY

Membrane filtration technology produces high-quality water with minimal resources needed.

INTAKE TOWERS

First, the water flows through a bar screen to remove any large particles from the water before the treatment process begins.

Then the water moves to the coagulation tank—home to the rapid mixer.

The pH of the water is adjusted.

Next, the water moves past three slower mixers. This allows for the particles in the water to react with coagulant.

PRIMARY FILTER

Coagulant binds the particles in the water together, creating larger particles that are easily caught in the membrane filters.

Membrane filtration allows for even the smallest of particles and impurities to be removed from the water.

BACKWASH FROM PRIMARY FILTER

The water is injected with a small dose of chlorine to protect the water in the distribution system from bacteria and other harmful pathogens.

SECONDARY FILTER

Water from the secondary filter moves back through the treatment process

Then pumps drive the water to the reservoir.

Water treatment operators perform multiple laboratory tests on the water.

The water is now ready to be transported to the homes of West Vancouver residents.

Enjoy!

# REDUCED ENVIRONMENTAL FOOTPRINT

Eagle Lake Water Treatment Facility is designed to integrate into the rock bluffs, reducing rock blasting and conserving habitat for the bald eagle.

Being located at a high elevation also means the treated water can flow down to residents using gravity, minimizing the reliance on pumping.

Excess heat produced by the electrical equipment is cycled back into the building to conserve energy.

# DRINKING WATER IS A VALUABLE RESOURCE

All the water that flows from your tap is drinking water.

Whether you're watering your garden or enjoying a cold glass of water, all the water that comes from your tap been treated locally at the Eagle Lake Treatment Facility, or at a Metro Vancouver treatment facility, to make it safe for drinking.

Learning new ways to use less water around our homes, even when it's raining, can make a big difference when it's time to conserve drinking water through the drier months.

Conserving water will also save money on your utility bill. Most water that comes out of your tap ends up going down the drain, and that's reflected in the sewer charge on your utility bill. It's important to think about what you put down the drain because there is a cost to maintaining sewer infrastructure.

We must also prepare for changes to rainfall and snowpack due to climate change. Warmer annual temperatures and longer dry spells, combined with reductions in snowpack and earlier spring melt, could put strain on the existing water supply during times of the year when water is in greatest demand.

Let's all do our part and find ways to use less water.

Taking smart steps to conserve water helps to:

- keep our environment healthy
- reduce stress on water and sewer utility infrastructure
- save money on your utility bill

More tips: ***westvancouver.ca/water-conservation***