



The City of Port Moody works with Metro Vancouver to provide water and sewer services to residents and businesses.

Water

The total residential water rate is **\$475**, with 55% going towards purchasing water from Metro Vancouver. The remaining 45% goes towards City costs like local pump stations, reservoirs, and the pipe network.



Sewer

The residential sewer rate is **\$359**, with 42% going towards a regional Metro Vancouver Sewer Discharge levy. The remaining amount offsets City costs for local sewage pipes and pumping stations.



Breaking down your 2021 utility bill

Water and sewer services, along with recycling, green waste, glass, and garbage collection, operate on a user-pay system in Port Moody. The City only collects the amount of user fees needed to cover the cost of delivering these essential utility services.



2021 utility fees are due on or before February 26. There is a 5% penalty applied to payments received after February 26, and a second 5% penalty is applied to overdue amounts after March 31.

Green waste, recycling, glass, and garbage collection

		
Garbage		
	240L garbage cart	\$203
	120L garbage cart	\$117

		
Glass		
	Curbside service	\$12
	Centralized collection	\$7

		
Green Waste		
	Single family home	\$238
	Multi-family townhome	\$119
	Apartments with centralized collection	\$48

		
Recycling		
	Curbside service	\$42
	Centralized collection	\$27

2021 utility fees are due on or before February 26. Here are six easy ways to pay your bill:

- Online by credit card** (Mastercard, Visa or American Express) through our website at portmoody.ca/eservices.
- Through telephone/online banking** using "Port Moody Utilities" as the payee, and your utility account number.
- At your bank**, available at most Canadian financial institutions.
- Drop a cheque** made payable to "City of Port Moody" at the 24-hour Finance drop box located at the rear entrance to City Hall.
- By mail** to City of Port Moody, 100 Newport Drive, Port Moody, B.C., V3H 5C3. Postmarks are not accepted as date of payment.
- In person at City Hall**, Main Floor, 100 Newport Drive, 8:30am to 5pm Monday to Friday (excluding holidays) using credit card, debit card, cheque, or cash. COVID-19 may impact in person service. Visit portmoody.ca/covid19 for the most up-to-date information.

Payments received after February 26 receive a 5% penalty. Payments after March 31 receive an additional 5% penalty.

Have you signed up for *myPortMoody*?



SNOW ❄️ STARS

If someone helps you out by shoveling snow this winter, nominate them to be a Snow Star! It's easy – use the online form at portmoody.ca/snowstars or call 604.469.4638. The Snow Stars Volunteer Recognition Program is a way for the City to thank helpers who have generously donated their time and energy to remove snow from walkways on behalf of neighbours in need.

myPortMoody + online billing!

One of the best parts of signing up for **myPortMoody** is the online billing. Cut down on paper clutter by signing yourself up for this service. It's easy:

- Log in to my.portmoody.ca
- Select "Edit Accounts"
- Click the "Select All" button, then click "Change Bill Delivery Method"
- Choose "Email" from the drop down menu

myPortMoody is a web portal that allows residents and business owners to quickly and easily access tax notices, utility bills, dog licences, and business licences. You can:

- Receive your tax bill, utility bill, and business licence renewal electronically - no more paper!
- View electronic bills for tax and utility accounts as soon as they're available.
- Perform detailed inquiries on property taxes, utilities, business licences, and dog licences.

To get started, you'll need an internet connection and email address, as well as your account number and access code, which you'll find on any past bill. Go online to my.portmoody.ca and sign up today.



Remember to pay your utility bill on or before February 26

Save time and skip the line! Pay online at portmoody.ca/eservices. Payments received after February 26 receive a 5% penalty, with an additional 5% penalty applied to outstanding amounts after March 31.

Download our free app and never miss a collection day!

Get a text, email, tweet, or call the night before your waste collection day. Green waste, garbage, recycling, and glass – our PoMobile app will send you reminders so you know which carts to put out when. Never miss another collection day! Grab the app at Google Play or the Apple app store and sign up now.

Think about downsizing your garbage cart!



If you're a resident who upgraded to a 240L garbage cart, think

about downsizing this year to save both money and space. There are no administrative fees to request a smaller cart, and you'll save \$86 on your utility bill. Upsize or downsize your cart easily through a form on our website at portmoody.ca/carts.

engage

PORT MOODY



engage.portmoody.ca

Engage Port Moody is our new public engagement hub where you can learn about current plans and projects, share your ideas, and provide your feedback. Our goal is to provide opportunities for engagement that are inclusive, meaningful, and respectful of the diverse voices in our community. Head to engage.portmoody.ca today and take a look around. We encourage you to register as a user of the site. It only takes a minute, and once you're registered you'll be able to engage with us on topics that are open for input. Help shape your city by sharing your perspective on Port Moody matters that matter to you.

Connect with us!   

The City of Port Moody has an active social media presence. Follow us on Twitter (@CityofPoMo), Facebook (facebook.com/CityofPortMoody) or Instagram (@CityofPoMo) to find out what's happening in your city!