



About your utility bill

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



2025 utility fees are due on or before February 28.







There is a 5% late payment fee applied to payments received after February 28; a second 5% late payment fee is applied to overdue amounts after March 31.

Impact of Metro Vancouver budget on local sewer rates

A portion of your utility payment goes to Metro Vancouver to cover the cost of regional water and sewer systems. The North Shore Wastewater Treatment Plant, under construction in North Vancouver, is a major regional project that is affecting local sewer rates.

According to Metro Vancouver, the updated cost for this project is \$3.86 billion, an increase of \$2.8 billion from the budget established in 2020. This increase is included in Metro Vancouver's 2025–2029 Financial Plan and affects the budgets of municipalities in the region. As the plant will benefit the entire region by improving the quality of the treated wastewater released into Burrard Inlet, some of the costs are being shared regionally.










For Port Moody residents, the impact of the project on sewer rates is an additional \$95 for a single detached home, \$90 for a townhome, and \$61 for an apartment unit.

Water		Sewer	
 Single detached home	\$643	 Single detached home	\$637
 Townhome	\$602	 Townhome	\$601
 Apartment unit	\$403	 Apartment unit	\$403



▶ Scan to learn more about Metro Vancouver's North Shore Wastewater Treatment Plant Program or go to metrovancover.org.

Garbage, green waste, recycling, and glass collection rates

Garbage		Green Waste		Recycling		Glass	
 240L garbage cart	\$236	 Single detached home	\$292	 Curbside service	\$59	 Curbside service	\$15
 120L garbage cart	\$137	 Townhome	\$147	 Centralized collection	\$37	 Centralized collection	\$8
		 Apartment unit	\$59				

▼ Here are six easy ways to pay your utility bill

- 1 Online by credit card** (Mastercard, Visa or American Express) through our website at portmoody.ca/eservices.
- 2 Through telephone/online banking** using “Port Moody Utilities” as the payee, and your five-digit utility account number.
- 3 At your bank**, available at most Canadian financial institutions.
- 4 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.
- 5 By mail** to City of Port Moody, 100 Newport Drive, Port Moody, B.C., V3H 5C3. Postmarks are not accepted as date of payment.
- 6 In person at City Hall**, Main Floor, 100 Newport Drive, Monday to Friday (excluding holidays) using credit card, debit card, cheque, or cash.



Utility bills are due
February 28, 2025

Payments received after
February 28 receive a
5% late payment fee.

Payments after March 31
receive an additional 5%
late payment fee.



Sewer backup? Call a plumber!

If you experience a sewer backup, make sure your first call is to a certified plumber. Blockages that result from misuse – like disposing of excessive fat, oil, grease, or other foreign debris by flushing it down a drain or toilet – are the responsibility of the property owner to repair, even if the blockage occurs in the City’s portion of the sewer service connection. You must take all reasonable steps to determine the nature of a blockage and have it cleared. If, while attempting to clear a blockage, you find reasonable evidence of a structural failure of the City’s service connection, contact the City via email at operations@portmoody.ca or call 604.469.4574.



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 \$99 on your utility bill. Easily request to upsize or downsize your cart online at portmoody.ca/carts.



myPortMoody and 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. Log in to my.portmoody.ca and select “Edit Accounts.” Click the “Select All” button, then click “Change Bill Delivery Method” and choose “Email” from the drop down menu.