



Breaking down your 2019 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.



2019 utility fees are due on or before February 28. There is a 5% penalty applied to payments received after February 28, and a second 5% penalty is applied to overdue amounts after April 1.

Water

The total residential water rate is **\$432**, with 54% going towards purchasing water from Metro Vancouver. The remaining 46% goes towards City costs like local pump stations, reservoirs, and the pipe network.



Sewer

The residential sewer rate is **\$332**, with 44% going towards a regional Metro Vancouver Sewer Discharge levy. The remaining amount offsets City costs for local sewage pipes and pumping stations.



Green waste, recycling, glass, and garbage collection



Garbage

	240L garbage cart	\$204
	120L garbage cart	\$118



Green Waste

	Single family home	\$238
	Multi-family townhome	\$118
	Apartments with centralized collection	\$48



Glass

	Curbside service	\$12
	Centralized collection	\$7



Recycling

Recycle BC funds a base level of recycling services. The City levies a waste management fee that covers the cost of recycling above Recycle BC's program.

	Curbside service	\$38
	Centralized collection	\$24

2019 utility fees are due on or before February 28. Here are six easy ways to pay your bill:

- Through telephone/online banking** using "Port Moody Utilities" as the payee, and your utility account number.
- Online by credit card** (Mastercard, Visa or American Express) through our website at portmoody.ca/eservices.
- 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 Dr, 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.

Payments received after February 28 receive a 5% penalty. Payments after April 1 receive an additional 5% penalty.

Have you signed up for *myPortMoody*?



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 the account you would like to sign up for e-billing
- Select "e-billing" in the lower left corner
- Hit "receive account statements by email only;" then click "Change" to save

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.
- Link directly to your eligible electronic Home Owner Grants (eHOGs).

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

Get help sorting your household waste with our Waste Wizard app!

Managing what goes into your recycling, green waste, and garbage carts can be daunting. Instead of second-guessing, use our handy Waste Wizard app! The Wizard will tell you exactly how to dispose of tricky items like styrofoam (return it to a depot), plastic grocery bags (ditto), and aluminum foil (recycle it!). Check the Apple or Android App stores for the free download – search "PoMobile" – or go to portmoody.ca/wastewizard.



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.

Remember to pay your utility bill on or before February 28

Save time and skip the line! Pay online at portmoody.ca/eservices. Payments received after February 28 receive a 5% penalty, with an additional 5% penalty applied to outstanding amounts after April 1.



The City is ready for snow and ice

When winter conditions hit, the City of Port Moody is ready. The City brines, salts, and plows municipal roads on a priority basis as required. Clearing major arterial routes that facilitate movement across the city is our first priority. We also maintain sidewalks fronting City property, as well as crosswalks, medians, letdowns, bus stops, and pedestrian overpasses.

Residents, strata corporations, and businesses are responsible for removing snow and ice from sidewalks bordering their property. It's the City's goal to ensure our community remains safe during extreme weather conditions. The Sidewalk and Boulevard Maintenance Bylaw (#2426) requires property owners to remove snow and ice from areas designated as priority pedestrian routes in a timely manner. Find out if you are responsible for clearing a priority pedestrian route at portmoody.ca/snowandice.

We want you to connect with us!



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