City of Port Alberni

January 2016

CITY CONNECT

a newsletter highlighting services, projects and other information from the City of Port Alberni

The Utility Rate Models Have Changed: How It Affects You

Your January utility bill contains some important changes that you should be aware of. A new conservation based billing structure came into effect September 1, 2015, bringing forward new billing rates for water and sewer utilities within the City of Port Alberni. The changes were introduced to ensure the long term sustainability of these services by providing adequate funding to operate, repair, maintain and renew utility infrastructure.

Under the new rate structure, single family residential customers will pay $0.44 per cubic metre (m3) on the first 60 m3 of water they use over a four-month billing period. Above that amount, customers pay $0.58 for the balance of water used during that period.

This rate structure, known as a "stepped rate", is similar to your hydro billing and is designed to encourage conservation.

The change means residential customers will be paying less on the first step and more on the second step when compared to the previous single rate of $0.47 per cubic metre.

Changes have also been made to the City's sewer charges to reflect this new conservation based approach. Under the new structure, sewer charges now include a lower fixed system charge and a new consumption charge based on the amount of water consumption in your household. This means single family residential customers pay a $58.08 fixed system charge plus $0.30 per cubic metre (m3) of water used during the billing period. This is a departure from the previous fixed charge of $73.92 per billing period.

Overall, these changes will ensure that our water and sewer services are fully funded into the future through a user pay process and avoid additional property taxes for homeowners and businesses.

Things to Know

- **Business Licence Reminder** - A reminder that annual business licence renewals were due January 1st. Bylaw #4543 requires that all businesses obtain a valid licence if conducting business in the City. For more information call 250-720-2819.
- **Bark, Grrrrrr,Woof** - A reminder that dog licence fees were due January 1st. Licencing your dog with the City is the law and it also assists with the quick return of your pet should they become lost. For more information call 250-723-2146.
- **Save Time. Receive Online.** - You can now receive your tax and utility bills online using our MyCity service. See the back page for details.

City Budget Meeting Dates

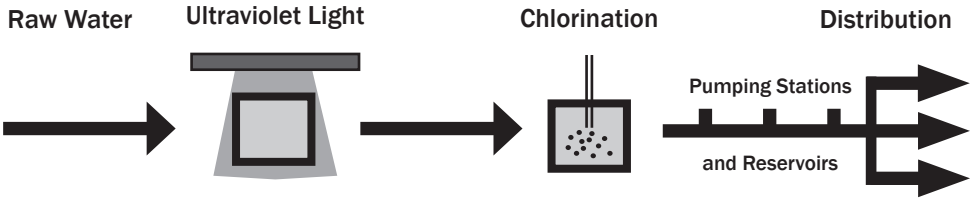
@City Hall

January 18th	**2:00pm**	**Engineering & Public Works + BC Transit**
	6:00pm	**Police Services (RCMP)**
January 19th	**10:00am**	**Adminstration + Finance**
	2:00pm	**SPCA + Chamber of Commerce**
January 20th	**10:00am**	**Planning + Economic Development**
	2:00pm	**Fire Department**
	6:00pm	**Community Services + Industrial Heritage Society**

New Water Treatment Plant Ensures Safe and Clean Water From Your Tap

On December 2nd the City of Port Alberni officially opened the new Bainbridge Water Treatment Plant - a milestone in the treatment of water for local residents and businesses. The main feature of this new facility is the use of ultraviolet (UV) light. Previously, the City relied solely on chlorine to disinfect the water. The new plant uses 120 UV light bulbs, each one 4 feet in length, to sterilize the water passing through the system. This additional level of treatment is a requirement under new drinking water guidelines introduced by the Vancouver Island Health Authority and will help ensure your water remains clean and safe. The $4 million facility has been financed through water utility fees without any funding from property taxes. The plant is designed to accommodate the future growth of the community and is an integral part of the city's water distribution system that stems from China Creek and Bainbridge Lake. If you have any questions regarding the new facility please call us at 250-720-2849.

Drinking Water Treatment Process



Contact Us

City Connect is distributed with municipal utility bills and also made available online. We are committed to providing relevant and accurate information in ways that are accessible and timely. Please feel free to provide your comments and suggestions to:

Email: **citypa@portalberni.ca**
Mail: **City Hall, 4850 Argyle Street, Port Alberni, BC V9Y 1V8**
Phone: **250-723-2146**

Access Your City Accounts Online with MyCity

In an effort to provide greater convenience for customers and reduce costs, the City of Port Alberni has started a new online service called MyCity. Signing up for a MyCity account is free and provides you with 24/7 secure online access to information regarding your City of Port Alberni accounts such as taxes, utilities, dog, and business licences.

You can use MyCity to manage all of your accounts in one place, view current and past billing history, view your account payment history, view utility consumption information, and receive bills and statements by e-mail.

It's easy to sign up: simply create your profile and register your accounts using the account number and access code printed on your City bills and statements.

www.portalberni.ca/mycity