



Frequently Asked Questions

UNA Fees for Water Services

Water delivery is an important service provided to university neighbourhood residents by UBC Utilities. We are committed to working with the stratas, the UNA staff and board to help residents understand rate structure and billing schedules.

Water Service Delivery to UBC

1. How does UBC receive its water services?

Water is received from two main reservoirs: Seymour Reservoir and Capilano Reservoir. The water is delivered through Metro Vancouver's piping system to a secondary reservoir. From there it is pumped to the University Endowment Lands (UEL) before being delivered to the UBC campus through the 16th Ave. and University Boulevard water mains.

UNA Water Service Billing Rates and Schedule

2. Who determines water rates for the UNA?

UBC sets water rates for the UNA. Since UBC purchases water from Metro Vancouver via the UEL, any increases in the Metro Vancouver water rates are simply passed on within the UBC water rate. UBC sets its water rate to match the same water rate charged to UEL residences.

3. When are water rates set by Metro Vancouver?

Water rates are established at the beginning of each calendar year.

4. Why has Metro Vancouver increased their water rates?

In 2009 Metro Vancouver constructed a new water filtration plant at the Seymour Reservoir to provide improved drinking water for the region. Water rates on average were increased by 12% per year, to ensure cost recovery for the project. More information about the filtration plant is available on Metro Vancouver's [project webpage](#).

5. Other stratas in my neighbourhood pay less for their water bill. Does UBC Utilities apply different rates to different stratas?

No. All buildings pay the same base rate. This rate is currently .0012 cents/litre (non-peak rates) and .0015/litre (peak rates). Billing is determined by multiplying the base rate by the total water consumption for the entire building. It is important to note that some stratas may have unoccupied units and this will decrease the amount of water usage for the building.

6. How does UBC Utilities measure the amount of water that my strata uses?

UBC Utilities uses water meters to determine water usage. Each strata has one meter that identifies the total consumption of water for all units in the building(s). Individual units do not have meters.



7. Why is our strata's water bill higher during the summer?

Metro Vancouver applies a 25% premium on base water rates during the summer months. These peak rates apply to June, July, August and September.

8. My strata receives a water bill every 2-4 months. This means that charges sometimes vary considerably between each bill. How is UBC Utilities billing schedule determined?

UBC Utilities performs meter readings and issues water service bills four times a year, however, because Metro Vancouver adds a 25% surcharge on base water rates during the summer months, UBC Utilities' billing schedule is adjusted to align with this seasonal rate change. The schedule below outlines the dates for measuring water usage, meter readings and billings for the UNA.

Measurement Duration	Meter Reading Date	Billing Date
January – March	April 1	April 15
April – May	June 1	June 15
June – September*	October 1	October 15
October – December	January 1	January 15

* 25% peak rate period

