



F A Q

Understanding Your BCWSA Bill

1. How do I understand my bill and determine what I owe?

The amount you owe consists of two charges:

1. **Base Rate** – this is the flat amount that you owe to be connected to the BCWSA system. It is a standard service charge before there is any usage.
2. **Usage Charge** – the charge based on the volume of water consumed. This amount can fluctuate each month depending on how much water you use.

2. Did I recently get billed twice for the same month?

No. BCWSA delayed issuing bills in May when the new billing system was launched. Instead, there was a one-month lag in billing: May's bill was issued in June, June's bill was issued in July, and July's bill was issued in August. Once the new billing system caught up in August, the August bill was issued during August as scheduled.

3. Why did my water bill remain low for two months and then suddenly increase?

For some BCWSA customers, they were charged ONLY the base rate for the first two months following the launch of the new billing system. The base rate is the flat amount that customers owe to be connected to the BCWSA system before there is any usage (see question #1). After the first two months, customers began receiving standard bills that included both the base rate and a usage charge – the volume of water consumed during the billing period. How it Breaks Down:

Billing Month	Amount Charged
May 2026	Base Rate Only
June 2026	Base Rate Only
July 2026	Base Rate + Usage
August 2026	Base Rate + Usage

4. Why am I being asked to pay a larger amount as a result of the billing catch-up process?

We understand that some customers received higher bills because usage charges that were not billed during the initial two months were added back into their bills as part of the catch-up process. Because two months of billing were processed in August to bring customers up to date with the regular billing cycle, these customers may have seen a higher amount due.

To help ease the impact, customers affected by the catch-up billing will have until November 30, 2026, to pay the outstanding usage charges that were not billed during those two months. No penalties or interest will be charged during this extension period.

5. Why can't I get through to the Customer Service line?

We understand that our customer service line is experiencing a high volume of calls, and we sincerely apologize for the difficulty some customers have had reaching us. Our customer service representatives are working diligently to assist customers, answer questions about their bills, and help ensure accounts are activated in the new water billing system.

Despite the challenges, more than 30,000 customers have created accounts during the first four months of the new billing system. Creating an online account allows customers to conveniently view their bills, review their water usage history and make payments online.