Sewer User Fee FAQs – Town of View Royal

View Royal's sewer system consists of approximately 50 kilometres of pipeline and 17 pump stations which are electronically monitored on a continual basis. All sewage from View Royal flows through the Capital Regional District (CRD) sewage system through the Craigflower pump station at Shoreline Drive and then on to the wastewater treatment plant.

The Town of View Royal sewer utility invoice reflects 100% of the cost of sewer collection, treatment, and disposal, including costs relating to the CRD's sewer system. All sewer utility fees, above the minimum $100, are based on a property's metered water consumption.

What is a sewer user fee?

The sewer user fee is an annual levy charged to all residents connected to View Royal's sewer system. This charge is the recovery of the annual operating and maintenance costs for the sewer system, including amounts billed by the Capital Regional District (CRD) for their sewer system. There is no flat fee component to the sewer user fee; however, the minimum sewer user fee levied is $100 for all sewer users.

What are the sewer user rates for 2026?

Sanitary sewer usage fees for 2026 are listed in the consolidated Fees and Charges Bylaw 958, in the Engineering section of Schedule A. The sewer fee structure is established in Sanitary Sewer Rates and Regulations Bylaw 397, Part VI – Charges for Service.

User class	Consumption base	Consumption volume	View Royal sewer user fees, per cubic metre	CRD sewer user fees, per cubic metre
Residential	Annualized winter water consumption (6 months x 2)	All consumption	$0.9795	$1.6955
Non-residential	Annualized winter water consumption (6 months x 2)	First 1,000 m^3	$0.9795	$1.6955
		Next 10,000 m^3	$1.0774	$1.8651
		Remaining m^3	$1.2243	$2.1194
Institutional	Full-year water consumption (12 months)	First 1,000 m^3	$0.9795	$1.6955
		Next 10,000 m^3	$1.0774	$1.8651
		Remaining m^3	$1.2243	$2.1194

Sanitary Sewer User Rates	2025 Rates/M^3	2026 Rates/M^3	$ Increase	% Increase
Town of View Royal	$0.9436	$0.9795	$0.0359	3.80%
Capital Regional District	$1.6319	$1.6955	$0.0636	3.90%
TOTAL Sanitary Sewer Rates	**$2.5755**	**$2.6750**	**$0.0995**	**3.86%**

The table below shows the residential impact based on an average consumption of 174 m_3, annualized (2025 – 172 m_3).

Utility Systems	2025 Fees	2026 Fees
Town of View Royal	$162	$170
Capital Regional District	$281	$295
TOTAL Sanitary Sewer Fees	**$443**	**$465**
TOTAL Average Increase		**$22**

How are the sewer rates determined?

Sewer user fees are required to recover the cost of providing sanitary sewer collection, conveyance, treatment, and disposal of sewer properties in View Royal. Part of this system is owned by the Town of View Royal, which discharges sewer from View Royal properties to the CRD's trunk mains that carry the sewer to the CRD's McLoughlin Point wastewater treatment plant.

To recover costs, sewer rates are calculated based on total estimated costs. We start with the budgeted cost for both the View Royal and the CRD sanitary sewer systems, including the costs to operate and maintain the systems and to service debt or build reserves to spread out the cost of capital infrastructure over time. Once we know the total amount that needs to be recovered, we factor in the total consumption for the applicable period to arrive at the base rate used for all Tier 1 levels of consumption (up to 1,000 cubic metres).

Tier 2 rates (between 1,000 and 11,000 cubic metres) are 110% of the Tier 1 rate and Tier 3 rates (all consumption over 11,000 cubic metres) are 125% of the Tier 1 rate.

Each sewer user is classified as residential, non-residential, or institutional as defined in Sanitary Sewer Rates and Regulations Bylaw 397, based on the property's actual use code, determined by BC Assessment. The consumption is then multiplied by the applicable rate(s) to calculate the annual View Royal and CRD sewer user fees.

A minimum charge of $100 applies to each sewer user account.

How is the sewer user rate calculated for residential property owners?

The sewer utility invoice for residential properties is calculated using the winter water consumption between November and April. The sewer user fees cover View Royal's cost of sewer operations and infrastructure replacement and our participation in regional (CRD) sewer treatment.

The annual sewer user fees for residential users are calculated by multiplying the annualized consumption (6 winter months' consumption times 2) by the residential rates prescribed by the

bylaws adopted by Council. The amount required to recover the cost for View Royal's sewer system is calculated separately from the amount required for the CRD's sewer system.

In 2026 a residential property with 86 cubic meters winter water consumption (from November to April) will pay an estimated $460 for all sewer services (172 m3 X $2.6750). This same level of consumption would have been charged $443 in 2025.

When are sewer user fees due?

Sewer user fees are due 45 days after the invoice date. The Sewer Utility Invoice is issued in October and is due in early December. If you have not received your invoice by November 7, please contact the Finance Department at (250) 708-2270 or by email at finance@viewroyal.ca.

A sewer utility invoice that is unpaid by December 31st in the year when it is due shall be deemed taxes in arrears on the land or real property on which the fee is imposed.

Why are there CRD sewer charges on my View Royal sewer utility invoice?

Part of the sewer system is owned by the Town of View Royal which discharges sewer from View Royal properties to the CRD's trunk mains that carry the sewer to the CRD's McLoughlin Point wastewater treatment plant. View Royal pays a share of the cost to operate and maintain the CRD collection system and the McLoughlin wastewater treatment plant.

What does the sewer utility invoice pay for?

The Town of View Royal's annual sewer utility invoice pays for the operation and maintenance costs related to the use of the sanitary sewer collection system and sewer pump stations owned and operated by the Town of View Royal.

View Royal also recovers a share of the operating costs, capital contributions, and debt costs relating to the sewer trunk mains, pump stations, and wastewater treatment plant owned and operated by the CRD that move sewage from the View Royal collection system to the regional treatment centre and outfall.

Why is sewer usage based on water consumption?

Because the level of water consumption related to a particular property is generally considered a good indicator of the level of sewer services utilized by that property, it is considered a generally accepted measure for determining sewer user fees.

All non-institutional user sewer fees are based on actual water consumption for six winter months (November through April). This ensures that water used for irrigation and car washing during the summer months is not counted when calculating sewer user fees, as this water does not enter the sewer system. Because the sewer utility invoice covers a full year (12-month) billing period, winter water consumption is annualized (multiplied by two) for billing purposes.

Basing sewer charges on water consumption is considered a best practice, and a more equitable system than basing charges on assessed property value. In addition, this system will enable you to potentially reduce your sewer costs by reducing the amount of water that you use.

I own a Strata unit. How does this impact me?

Strata properties with a single water service receive one sewer utility invoice for the entire strata complex. Individual unit owners in these strata properties do not receive individual invoices. The strata corporation is invoiced, and the costs are redistributed to individual strata unit owners through the strata fees.

Strata properties may have individual water services to each separate unit. In this case, each individual strata property owner will receive a separate sewer utility invoice based on their individual consumption. (Refer to the section on residential property owners.)

Why is the sewer user fee calculation based on annualized water consumption?

To apportion the cost of services based on actual usage, the sewer user fee is entirely consumption-based. Allocating the costs associated with maintaining the sewer infrastructure according to actual usage is a significant step in fairly distributing the cost.

Residential and non-residential sewer user fees are based on winter water consumption – the water used in the six months between November and April – to avoid charging for water that does not place a burden on the sewer system, like water used in irrigation or for washing vehicles. Because the sewer utility invoice covers a full year (12-month) billing period, winter water consumption is annualized (multiplied by two) for billing purposes.

Institutional sewer user fees are based on a full year of consumption – water used in the full 12-months ending in April of the billing year.

All non-residential and institutional users who use more water will pay for a larger share of maintaining the sanitary sewer system. To encourage water conservation, the rate per cubic water metre increases in stages with consumption for these users.

If I suspect a sewer problem, who do I contact?

Any inquiries regarding sewer problems or repairs, etc. should be referred to the Town of View Royal Engineering Department at (250) 708-2258 or by email at engineering@viewroyal.ca.

If I suspect a water leak, who do I contact?

Any inquiries regarding water leaks, etc. should be referred to the CRD Water Department at (250) 474-9600.

What if we had a water leak at our property?

If you experienced a water leak during the consumption period used to calculate your sewer utility invoice, i.e. between November and April, view the Sewer User Fee Adjustments due to Water Leaks Policy and Application Form.