

Further Consolidation of Fees and Charges

Recommendation:

THAT the following amending bylaws for fees and charges be given first, second and third reading

- **Maple Ridge Fees and Charges Amending Bylaw No. 8082-2025**
- **Maple Ridge Fees and Charges Amending Bylaw No. 8084-2025.**

Report Purpose and Summary Statement:

This report brings forward two amending bylaws to consolidate fees related to fire service fees, and water and sewer rates into the *Maple Ridge Fees and Charges Bylaw No. 7575-2019*. In addition, it amends existing schedules of Bylaw No. 7575-2019 related to General Administration (Schedule C) and Electric Vehicle Charging (Schedule E) to bring updates into line with revised additional schedules and make other amendments as necessary.

Previous Council Action:

On July 29, 2025, Council adopted *Maple Ridge Fees and Charges Amending Bylaws No. 8043-2025* and *No. 8046-2025* to consolidate fees and charges into the *Maple Ridge Fees and Charges Bylaw No. 7575-2019* as part of delivery of a key result in the Council Strategic Plan 2023-2026.

Strategic Alignment:

Governance & Corporate Excellence

Financial Impact

These amendments will improve the clarity of fees and will also enable the City to recover an increased proportion of costs for some existing fees charged in the source bylaws, and it will also enable the creation of new fee categories to allow for new charges to recover costs in additional service areas, most especially for the Fire Service.

Communications:

Notice of the proposed changes to this bylaw will be posted one month before the fees come into effect.

Applicable Legislation/Bylaw/Policy:

Maple Ridge Fees and Charges Bylaw No. 7575-2019, Maple Ridge Fire Prevention Bylaw No. 4111-1988, Maple Ridge Fire Alarm Bylaw No. 6401-2006; Maple Ridge Outdoor Burning Bylaw 5535-1997; Maple Ridge; Maple Ridge Water Service Bylaw 6002-2001; Maple Ridge Sewer Rate Bylaw No. 718-1964

To: Mayor and Council

File number:

Further Consolidation of Fees and Charges

BACKGROUND:

The City works to ensure that fees and charges for service users at the City of Maple Ridge are clear, transparent and equitable. Part of ensuring clarity and transparency involves undertaking regular reviews to ensure that cost recovery for services delivered is set at the appropriate level for the service in question and provides some revenue to offset the burden on tax revenue to fund City services. In 2025, the City undertook a major review of departmental service fees and charges for the following departments and service areas:

- Planning;
- Building;
- Engineering;
- Engineering Operations (Water and Sewer);
- EV Charging;
- Film;
- Fire;
- General Administration;
- Recreation; and
- Police.

This review led to a series of amending bylaws to consolidate fees. On July 29, 2025, Council adopted *Maple Ridge Fees and Charges Amending Bylaws No. 8043-2025* and *No. 8046-2025* to consolidate fees and charges into the *Maple Ridge Fees and Charges Bylaw No. 7575-2019* as part of delivery of a key result in the Council Strategic Plan 2023-2026. This report and the attached amending bylaws represent additional consolidation of fees into Bylaw No. 7575-2019.

ANALYSIS:

Discussion:

This report provides an overview of the proposed further amendments to the *Maple Ridge Fees and Charges Bylaw No. 7575-2019* to consolidate additional fees for:

- Fire Services;
- Water Services; and
- Sewer Services.

In addition, the amending bylaw attached as Attachment 1 also provides for minor amendments to existing schedules of the *Maple Ridge Fees and Charges Bylaw No. 7575-2019* for:

- General Administration Fees (to add a credit card service fee of 2% for transactions related to Water, Sewer and Tax services).
- EV Charging Session Fees (to add additional charges for fees for all EV charging stations and to better differentiate the charging fees from parking fees at these locations).

Fire Services

This amendment accomplishes consolidation of fees currently outlined in the *Maple Ridge Fire Prevention Bylaw No. 4111-1988*, the *Maple Ridge Outdoor Burning Bylaw No. 5535-1997* and the *Maple Ridge Fire Alarm Bylaw No. 6401-2006*. It also updates the fees to add new fee categories for both services and for charges to disincentivize behaviour that is contrary to the preservation of public safety. These changes bring Maple Ridge fees into line with similar municipalities such as Port Coquitlam, Richmond, Mission and Surrey.

Electric Vehicle Charging Sessions

The proposed amendment to Schedule "E" – Electric Vehicle Charging Sessions provides the ability for the City to charge consistent fees for charging infrastructure at all locations provided by the City of Maple Ridge. To date only one site – Albion Community Centre – has charged a fee for use of the electric vehicle charging stations. In the future, all users of City owned and operated electric vehicle charging stations will be charged \$0.029 per minute for the first four (4) hours (equivalent to \$1.75 per hour). Those users staying longer than four (4) hours will be charged \$0.050 per minute for each subsequent minute after four hours (equivalent to \$3.00 per hour for each additional hour over four hours).

These changes have been proposed to improve the equitable access and improve consistency across all City electric vehicle charging stations. It also disincentivizes users who park overnight or for several hours beyond the base level of 4 hours as this limits the availability of the service for other users. Parking fees will be applied in addition to the electric vehicle charging station fee where applicable depending on the location of the charging station.

While the City wishes to encourage the adoption of lower-carbon and zero-emissions transportation options as per the *Resilient Future 2050* Climate Action Plan, the industry is at a level of maturity where subsidization of services is no longer recommended. Consistent application of fees is appropriate as users now have a greater number of choices in terms of privately owned charging infrastructure at various locations (e.g., Chevron Station on Lougheed Highway before 207 Street, Tesla charging stations on Dewdney Trunk Road opposite City Hall and BC Hydro charging stations at the Haney Place Mall on Selkirk Avenue). In addition to maintaining equity and consistency for electric vehicle charging infrastructure, the updated fee schedule will enable the City to fund the maintenance and replacement of equipment when it is end of life or when it is vandalized or otherwise in need of repair.

Water Services

In 2025 the Revenue Services team in collaboration with the Engineering Operations Water Utility team have updated the charging model for water services in the City of Maple Ridge. This new model has been reflected in Schedule "I" – Water Services. Previous fees structures were complicated for service users to understand and difficult for staff to administer. Staff also identified that the City's charging structure was not in alignment with comparable municipalities such as Coquitlam, Vancouver and Richmond and did not reflect seasonal rates imposed by Metro Vancouver. Therefore, a new, simplified, structure has been put in place as these fees are consolidated from the *Water Services Bylaw No. 6002-2001* into the fees and charges bylaw. Some base fees were reduced in favour of a more accurate and flexible metered rate system. As well the delineation of lower season (January 1 – April 20, and October 1 – December 31) and higher season (May 1 – September 30) rates is an improvement that reflects fluctuations in demand for metered water users.

It is important to understand that in totality the changes to the water service model are revenue neutral i.e., in totality the City is not receiving more revenue. Some individual metered customers will receive lower bills due to the reduction in the base rates. Other customers may pay a higher bill based on their water usage. This puts the power in the hands of the customer to consume water resources economically as their bill will depend on their usage. This new model makes the charges fairer across all users in the system.

Users who are on flat rates are also clarified in the updated schedule with all non-residential users being grouped together at a per unit rate, unlike the previous schedules which used a variety of factors for each type of non-residential use to set more complex rates. This caused inconsistency of utility billing, and the new simplified rates will be more efficient and effective as well as being clear and equitable for all non-residential users.

Additional fees for water services are also consolidated with this amendment including addition of some special fees not previously captured in the source bylaw and increases to the cost of water meters. To date the bylaw has charged \$200.00 for water meters (this rate has not been updated for over 10 years and did not include purchase and installation costs). The cost of water meters has risen to over \$750.00 per unit. This fee has been updated to reflect cost recovery for the meter units. Additional fees will cover installation and inspection costs for metered water users.

Another change to these fees is that a series of fees that used to be charged at a set rate are now based on estimation in advance. The City was losing revenue from a variety of engineering operations services related to the water utility as there was no mechanism to charge for these services to users who directly benefit. Now, users will pay an up-front fee of \$50.00 to obtain an estimate, and the resulting estimate will be specific to the variables involved in the services required at the property in question. This is necessary due to the high variability of factors determining the actual costs for services. Customers will sign off and pay a deposit based on the estimate under the revised fee schedule.

The metered water services fixed rate changes reflect a reduction of 38% in the base fee for water services and the lower season rate is 12% below the previous rate. Higher season rates are charged at the same ratio as Metro Vancouver high season rates so that the City can obtain fees in line with what it is charged for Metro Vancouver seasonal rates. The annual flat rate increase is staying at 4.5% which is consistent the past and the 5 year budget and the City is revenue neutral from the changes to the base, flat and metered water rates. Some additional revenues will accrue from new fees for Engineering Operations services not previously charged.

The City will continue to encourage water users to transfer from the flat rate system to the metered rate system. This is consistent with our *Resilient Future 2050* Climate Action Plan goals to manage our natural assets and encourage conservation among community members. This also provides greater power to residents to manage their costs as they can control their water consumption to achieve a lower rate.

Bulk Water Fill Stations

There are currently two Bulk Water Fill Stations located at Jackson Road and 101 Avenue and located at 13160 Lilley Drive. These stations operate 24 hours a day, 7 days a week. A fee is charged for commercial users of Bulk Water Fill Stations, charged at a rate of \$1.70 per cubic meter of water used (1,000 litres = 1 cubic meter). There is a commercial account volume limit of 17,000 litres (17 cubic meters) in a single transaction, and a 50,000 litre (50 cubic meters) daily limit. Commercial Water users also are required to obtain a Commercial Water Supply Permit. The commercial rate for Bulk Water Fill Stations and the Commercial Water Supply Permit fee are now included in the schedule for water services.

In 2010 Council decided not to charge residential users for water from Bulk Water Fill Stations. This decision not to charge residential users was intended to support rural and other residents not on municipal water service, especially in areas where it is cost prohibitive to expand municipal water service. There is a daily limit of 4,000 litres for residential users. Most residential users' tanks are 2,000 litres or smaller. Instances have been reported of residential users (who use the Bulk Water Fill Stations for free) collecting large quantities of water and reselling these at a profit.

Staff recommend that further work be done to consider charging automatically by credit card for residential use of the Bulk Water Fill Stations in future. This has not yet been included in the schedule as more research on the potential impact to users not on main water supply is required. It is necessary to consider the options for residential users with wells who prefer to use the Bulk Water Fill Stations or who do not want to invest the funds required if their existing well

water runs dry and deeper wells must be constructed. Staff may bring forward further amendments in 2026 to address the question of charging for Bulk Water Fill Stations.

Fees for tampering with water equipment and other vandalism or non-compliance with regulations have not been included in these schedules but will be advanced as updates to the *Municipal Ticket Information Utilization Bylaw No. 6969-2012* that will be brought to Council in 2026.

Sewer Services

Users of municipal sewer services are charged at a flat rate. New rates have been set from 2026-2030 in Schedule "J" – Sewer Rates and Charges. In addition, some services provided by Engineering Operations staff will now be charged based on an estimate of hours at a set rate for City sewer services. Users will request an estimate and pay a fee for the estimate of \$50.00 and then will approve the estimate and sign a work authorization before any work is undertaken. A deposit will be secured based on the estimate. Services subject to estimates include connection and disconnections of sewer services and turning services off and on.

The charging model for residential service users are unchanged, and this consolidation of the fees will not materially change their sewer service billing. The non-residential customers fees will change. The changes to the Sewer Services fee model include the consumption-based sewer service charge for non-residential properties. This billing structure ensures cost-efficiency for customers and aligns expenses with actual usage to encourage efficient use of resources. This makes the system fair across all users of the system as non-residential users fees will be based on their water consumption. This change to the charging model is also revenue neutral to the City and will not increase the total amount of revenue earned by the City.

The annual rate increase outlined for flat sewer service rates is consistent with past practice and is set at 8.5%. There is a one time extra 3% increase for 2026 to cover the cost of repeal of the Sewer Parcel Tax Bylaw. To date, in addition to the sewer flat rate for services a \$35.00 Sewer Parcel Tax was collected for every parcel. In a separate report being brought before Council, the *Maple Ridge Sewer Parcel Tax Repeal Bylaw No. 8086-2025* is proposed as part of a related report regarding amendments to the Maple Ridge Fees and Charges Bylaw No. 7575-2019 before Council on November 25, 2025. The sewer parcel tax \$35.00 fee will now be incorporated in the sewer rate model.

Strategic Alignment:

This report relates to achievement of key results under the Council Strategic Plan for priority Governance and Corporate Excellence. Elements of these fee updates also support the *Resilient Future 2050* Climate Action Plan adopted by Council in July 2025.

Financial Impact:

The changes proposed in this report and the attached amending bylaws will increase the total revenue received for the services indicated and will increase percentage of costs recovered from fees and charges, offsetting the burden on tax revenue to fund services. Exact revenue projections are not possible at this time as revenue is variable based on service usage in each area. The change to the water and sewer rates are revenue neutral in totality for the City but

individual service users may receive either lower or higher billing depending on their consumption or whether they are on a flat rate or metered rate under the new model.

Applicable Legislation/Bylaw/Policy:

This report relates to consolidation of fees from the following bylaws into the Maple Ridge Fees and Charges Bylaw No. 7575-2019.

- *Maple Ridge Fees and Charges Bylaw No. 7575-2019;*
- *Maple Ridge Fire Prevention Bylaw No. 4111-1988;*
- *Maple Ridge Fire Alarm Bylaw No. 6401-2006;*
- *Maple Ridge Outdoor Burning Bylaw No. 5535-1997;*
- *Maple Ridge Water Service Bylaw 6002-2001; and*
- *Maple Ridge Sewer Rate Bylaw No. 718-1964.*

CONCLUSION:

This report completes the key result under Council's Strategic Plan to consolidate fees and charges for a variety of services into the *Maple Ridge Fees and Charges Bylaw No. 7575-2019*. Approval of the enclosed amending bylaws to amend and add fee schedules to Bylaw No. 7575-2019 will enable consistency, transparency and clarity of fees for all impacted service users.

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Transformation

- Attachments:**
- (A) Attachment 1 – Maple Ridge Fees and Charges Amending Bylaw No. 8082-2025
 - (B) Attachment 2 – Maple Ridge Fees and Charges Amending Bylaw No. 8084-2025

Report Approval Details

Document Title:	Further Consolidation of Fees and Charges.docx
Attachments:	- Maple Ridge Fees and Charges Amending Bylaw No 8082-2025.docx - Maple Ridge Fees and Charges Amending Bylaw No. 8084-2025.docx
Final Approval Date:	Nov 21, 2025

This report and all of its attachments were approved and signed as outlined below:

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Corinn Howes, Deputy Corporate Officer

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