



UTILITY BILLING FREQUENTLY ASKED QUESTIONS!

WHAT MAKES UP MY UTILITY BILL?

A Village of New Denver utility invoice is made up of two main components – water services and garbage collection. They are separate services with separate sets of rules and bylaws to regulate them. Both residential and commercial rates are set by Council. Additional information reflecting the charges and different fee categories can be found in the Fees and Charges Bylaw.

HOW DO I PAY MY UTILITY BILL?

ALL PAYMENTS MUST BE MADE IN CANADIAN FUNDS. Utility bills can be paid in the office through debit, cash, or cheque. The Village office is open Monday to Friday, 9:00 a.m. – 4:00 p.m., excluding statutory holidays. Alternative payment methods include online via interact e-transfer or bill payment through online banking. Information on how to register Village utilities as a bill is **provided below and on our website @ www.newdenver.ca**.

E- TRANSFERS CAN BE MADE TO ACCOUNTING@NEWDENVER.CA. PLEASE PROVIDE THE ANSWER IN SEPARATE CORRESPONDENCE.

Online bill payments can be made using the following information (please note that not all banks are registered to have the Village of New Denver set-up as a bill payee):

Payments > Add Payee > Search by Payee Name > Search *New Denver* > Select *New Denver, Village – Utilities* > Enter Your Account # (*please enter your roll number, from your utility bill*).

PAYMENTS BY CREDIT CARD CANNOT BE ACCEPTED.

WHAT IF I CAN ONLY PAY A PORTION OF MY UTILITY BILL?

Payments can be made in any amount on your utility account throughout the year, however, please be advised that any amounts left outstanding as of **FEBRUARY 15th** are subject to the applicable penalties. Pre-payments are not accepted.

I ONLY USE WATER AND GARBAGE SERVICES FOR A PORTION OF THE YEAR, DO I HAVE TO PAY THE WHOLE BILL?

Yes, you do. Garbage collection and water services are not optional. Homeowners are still required to pay for them whether the service is utilized or not. You cannot opt out of paying for other Village services either, like fire protection, bus transit, or economic development.

CAN I RECEIVE AN ELECTRONIC COPY OF MY UTILITY BILL VIA EMAIL?

Yes! If you wish to receive an e-copy of your utility invoice, please email accounting@newdenver.ca with this request and the correct contact information. Please be advised that hard copies will still be mailed out as this is a requirement.

HOW OFTEN ARE THE BILLS SENT OUT?

Bills are sent out once annually – utility invoices are sent no later than the third week of January. New Denver's utility billing cycle is January 1 to December 31.

WHAT HAPPENS IF I DON'T PAY THIS BILL?

Any utility amounts outstanding as of December 31st in the same billing year are automatically transferred to the property tax account as arrears. For example; as of January 1, 2024 any outstanding utility amounts from December 31st 2023 will be transferred to arrears property taxes, and will be subject to daily interest as set by the Lieutenant Governor in Council.

DOES EVERYONE HAVE THE SAME UTILITY CHARGES?

Yes and no! For example, all single-family dwellings have the same basic charge, however, if there are any additional living quarters, like a basement suite or an accessory residence on the same property, charges are increased accordingly. Additionally, there are different rates for different property uses. This means that all properties within that rate category receive the same charge. Both the water rates and garbage collection rates have several different property tax categories, for example sandwich shops, grocery stores, hotels, etc. Water and garbage rates are applied consistently with other like properties.

WHEN ARE MY UTILITIES DUE? DO I RECEIVE A PENALTY ON UTILITIES?

The due date for utility billing is **FEBRUARY 15TH every year**. A **5% penalty** will be applied to all amounts that have not been paid by February 15th of the year they are billed. An **additional 5% penalty** will be applied to all amounts that remain unpaid on **OCTOBER 1ST** in the same utility billing year.

IS YOUR CONTACT INFORMATION UP TO DATE?

Please ensure your mailing address and telephone number on file with the Village are always current, so we can reach you. It is the property owner's responsibility to ensure we have correct and current contact information.

Updates to contact information needs to be done through the BC Assessment Authority. This can be done online, or you can pick up a BC Assessment change of mailing address form at the Village Office.

Please refer to the website for updates and current Village business.

PLEASE REACH OUT TO THE VILLAGE OFFICE SHOULD YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS.

We can be reached at: **250 358 2316** | office@newdenver.ca | www.newdenver.ca

