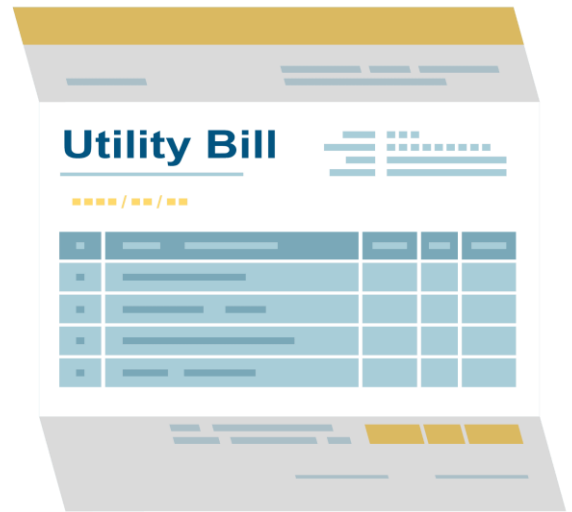




# IMPORTANT UTILITY ACCOUNT UPDATE



## SUMMARY

Summerland Council has completed its 2023 utility budget deliberations. Skyrocketing costs, material shortages and increasing interest rates have significantly impacted these budgets and created revenue deficits. In order to balance budgets, the District is ending the 10% early payment discount and is moving to a penalty-based system for all Utility Accounts. This change will come into effect with the January 2023 utility invoices, which will be mailed out in the first ten days of February.

## I PAY BY PRE-AUTHORIZED PAYMENT HOW WILL THIS EFFECT ME?

If you are on pre-authorized payment, where the District automatically withdraws your payment from your bank account on the due date, you do not need to do anything. Your pre-authorized payment will continue to come out and you will not be subject to the 2% penalty as your payment is made on the due date. If you are not on pre-authorized but would like to be you can contact the Utility department at 250-494-6451 or email [utilities@summerland.ca](mailto:utilities@summerland.ca).

## I PAY THROUGH MY BANK DO I NEED TO BE CONCERNED?

You can still pay through your bank, online or by telephone; however, you will want to ensure that your payment is made 3-5 business days before the due date to ensure that the District receives it in time. Your bill is considered paid once the District receives the payment, NOT when you make the payment through your bank.

## WHAT IF I CAN ONLY PAY PART OF MY BILL ON TIME?

If you are only able to pay a portion of your bill on time, then only the remaining unpaid portion will be subject to a 2% penalty.

## DO I QUALIFY FOR THE BC HYDRO ONE TIME COST OF LIVING BILL CREDIT?

Summerland residential customers will receive a one-time bill credit of \$100 while commercial customers will receive a proportionate credit based on historical electrical usage. Credits will be applied in the first quarter of 2023. For more information on this provincial credit please visit: <https://app.bchydro.com/accounts-billing/bill-payment/bill-credit.html>.

## FURTHER QUESTIONS?

Contact the District of Summerland Utility Department at 250-494-6451 or [utilities@summerland.ca](mailto:utilities@summerland.ca)