

Important Update on Canada Postal Strike and Payment Options

The full shutdown of Canada Post operations during the strike by Canadian Union of Postal Workers will affect the timely delivery of important municipal documents including property tax notices, utility bills and other time-sensitive correspondence. During this time, the City is exploring alternative methods to notify residents and businesses.

OVERVIEW

No mail will be delivered or sent while Canada Post is on strike, which affects how residents receive and send municipal documents for the foreseeable future. Despite the disruption in mail, residents and businesses must still make payments by the due dates. All payment deadlines remain in effect, regardless of whether you have received your bill by mail. To avoid late fees, interest charges or penalties, we encourage using alternative methods listed below to make payments on time.

UTILITY BILL PAYMENTS

Utility bills are due October 31 and were not mailed prior to the postal strike. Learn about alternative [payment options](#) on our website and refer to information below. For questions, call 250 248-6144 or email cashier@parksville.ca.

WHAT YOU CAN DO

When postal service is disrupted, please refrain from sending payments through mail. To avoid delays, missed payments or penalties, the City encourages residents to use these alternative options:

MyCity online

- Sign on to your account to obtain balance owing and transaction history.
- To sign up for MyCity, go to parksville.ca and select [MyCity](#) from the [ONLINE SERVICES](#) tab. Create a profile, register your account(s) and access your information:
 - ✓ UTILITIES – use utility account number and access code located on front page of utility notice (access code may be obtained from previous notice)
 - ✓ TAXES – use folio number and access code on front page of notice
- Pick up municipal documents in person during business hours.
- Call City Hall at 250 248-6144 to obtain amount owing on your account or to request an emailed copy.
- Continue to use online, phone or in-person payment options.
- Stay informed by checking the City of Parksville's website and following us on social media for updates.
- Contact us directly by phone at 250 248-6144 or email cashier@parksville.ca for assistance.
- Enroll in our [pre-authorized payment plan](#) (PAWS) for automatic payments.

HOW TO MAKE PAYMENTS WITHOUT MAIL SERVICE

With this disruption to Canada Post mail service, residents and businesses are advised to make payments using one of the following options offered by the City of Parksville to avoid missing deadlines and late penalties:

Online and telephone banking - Most financial institutions offer pay-by-phone or online banking services. Your bank account needs to be set up to conduct online transactions. Contact your bank for details. On your bank's website, log into your account and follow these steps:

- ✓ Go to **Pay Bills**
- ✓ Select **Add Payee**
- ✓ Search "**Parksville**"
- ✓ Click **Search** to view the full list of available payees.
- ✓ Select the **payee's name** that relates to the City of Parksville property tax or utility notice.
- ✓ Enter an account number.

In person at City Hall - to the cashier at the City of Parksville, open Monday to Friday, 8 am to 4 pm, closed on weekends and statutory holidays. City Hall is located at 100 Jensen Avenue (Jensen Avenue entrance). We can provide you with the amount owing and payment may be made by cash, cheque or debit.

Pay at your bank - Pay at most local banks or credit unions by presenting a copy of your bill and form of payment.

After-hours payment drop box - Place your payment and the bottom portion of your bill/tax notice in an envelope. Then drop it into the drop box located at the front entrance to the Parksville Civic and Technology Centre, 100 Jensen Avenue East.

CITY SERVICES

- If you are a **vendor** who is expecting payment from the City, please contact Accounts Payable at ap@parksville.ca and provide your EFT information to receive payment.
- Credit card payments online and in-person at City Hall may be used to pay fees for **business licences, bylaw infraction tickets and comfort letters**. These steps should be followed when paying online by credit card (Visa or Mastercard):
 - ✓ Go to **ONLINE PAYMENTS**
 - ✓ Choose payment type and
 - ✓ Enter your credit card details and account number to proceed with payment

It remains the responsibility of the account holder to ensure all payments are made by their respective due dates, regardless of any mail service disruptions. We encourage all residents and businesses to plan ahead and utilize alternative payment options to ensure timely processing. Thank you for your patience as we work to ensure continued access to services during this disruption.

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For more information:

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*The City of Parksville is located on the traditional territory of the Coast Salish Nations,
home to the Snaw-Naw-As First Nation and the Qualicum First Nation.*

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