

Utility Newsletter – February 2020



PAPERLESS BILLING OPTION UPDATE

In March 2020, Sun Peaks Mountain Resort Municipality is starting the process to go ‘paperless’. This means that you now have the option to receive your utility services invoice directly via email.

Note: Water and Wastewater (sewer) billing go first and gas billing will be converted to a paperless delivery option later.



By going paperless and receiving your invoices directly via email, you help to reduce paper use and support a healthier environment. To sign up for paperless invoices to be delivered directly to your in-box, go to www.sunpeaksutilities.com and click on the ‘[Applications & Paperless Billing Request](#)’ tab & then scroll down to click on the link to ‘[Paperless Invoice Request Form](#)’. You will be asked to provide the following information (*if you would prefer, you can fill in the form attached at the bottom of this newsletter*):

- Utility Account # (found on the top right corner of your invoice)
- Name on the Account (found on the left-hand side of your invoice under the invoice no. box)
- Full Property Address
- Email address that you want the invoice to be sent to
- Contact Phone Number and Emergency Contact Number (used only in a utility emergency when you can’t be reached)

UTILITY INVOICE PAYMENT OPTIONS – MARCH 2020 INFORMATION - There are several ways that you can pay your utility services invoices.

- 1) **ONLINE PAYMENT** – Utility invoices can be paid online through most Canadian institutions – please check with your bank to confirm. If online payments are available through your Canadian bank or credit union, start by going to ‘pay bills’ in your banking application and select ‘Sun Peaks Utilities’ as a payee. You will need to enter your account number (*found on the top right corner of your invoice*) so your payment gets applied to the correct account. Then once online payments are set up, you can pay the amount on your invoice each month.

*Please ensure that you **Select ‘Sun Peaks Utilities’** and **NOT Sun Peaks Municipality** (only used for property tax payments) when paying your utility invoice.*

- 2) **PRE-AUTHORIZED PAYMENT** – You can set up a pre-authorized payment by downloading, printing and completing the form (including signing) the ‘Application for Pre-authorized Debit’ and send the form back to us along with a void cheque (scanned via email, mailing it or dropping it off to the Municipal Offices).

A link can be found at www.sunpeaksutilities.com under the ‘Applications’ Tab and scroll down to the bottom of the page and click on the ‘[Pre-authorized Payment Form and Agreement \(PAD\)](#)’

If you are having problems finding the correct form, please email accounting@sunpeaks municipality.com and we would be pleased to email the form to you.

If you are already set up on Pre-Authorized Payment, no further action on your part is required.

- 3) **CHEQUE** – Just mail a cheque payable to ‘[Sun Peaks Mountain Resort Municipality](#)’ (or Sun Peaks Municipality) for the amount owing along with the tear off stub from your utility invoice.

Please allow sufficient time for delivery by mail as your payment must be received at the Municipal Office *prior to the 7th of each month*. Postmarks are not accepted as the date of payment.

Request to Change Invoice Delivery to Paperless Option:

Account #		Name on Account	
Sun Peaks Property Address			
Email Address (to receive billing)			
Primary Contact Phone #	()	Emergency Contact Phone #	()

Send this portion of the form to the address below or scan & email to accounting@sunpeaks municipality.com. You may also fax this portion to 250-578-2023.

WATER & WASTEWATER (SEWER) RATE INCREASE – EFFECTIVE FEBRUARY 1, 2020.

On January 28, 2020, Council gave final reading and adopted the changes to Bylaw 136 – 002, 2020, a Bylaw to regulate Water Services and Bylaw 137 – 002, 2020 Bylaw to regulate Wastewater Services.

Due to the increasing demands and ageing Water and Wastewater Systems, The Municipality is planning to undertake the major projects required to service the increasing water demands of our growing community, while providing clean water that meets and exceeds Interior Health guidelines. To address the extensive costs of these projects the Municipality made changes to update the current Water and Wastewater Bylaws so the Utility can be self-funding through rates and Developer Cost Charges. The Municipality has also implemented a tiered rate system to promote water conservation.

The tiered rate system is based on research and data collected on the current usage patterns. Staff looked at multiple properties and situations to determine an acceptable usage amount per property and believe that this rate change will impact those water users who have significantly higher usage that comparable properties. With each tier, the usage cost will increase by 30%.

The changes to the **Water Bylaw 136** include:

- 15% increase to the Water Basic Charge, from \$21.65 to \$24.90 per single family property or equivalent
- 15% increase to the Usage Charge, from \$2.10/m³ to \$2.42/m³
- A tiered rate system to promote water conservation
 - Tier 1: Usage up to 3.5 cubic meters per Bed Unit
 - Tier 2: Tier 1 Cost + 30% - Usage above 3.5 cubic meters per Bed Unit and up to 4.5 cubic meters per Bed Unit
 - Tier 3: Tier 2 Cost + 30% – Usage above 4.5 cubic meters per Bed Unit
- \$5 increase to \$25 to processing a backflow testing result report
- 15% increase to the Vacant Lot Charge, from \$394.00 to \$453.00 per year for single-family lots or equivalent.

The changes to the **Wastewater Bylaw 137** include:

- 10% increase to the Wastewater Basic Charge, from \$19.54 to \$21.49 per single family property or equivalent
- 10% increase to the Usage Charge, from \$3.22/m³ to \$3.54/m³
- A tiered rate system to promote water conservation
 - Tier 1: Usage up to 3.5 cubic meters per Bed Unit
 - Tier 2: Tier 1 Cost + 30% – Usage above 3.5 cubic meters per Bed Unit and up to 4.5 cubic meters per Bed Unit
 - Tier 3: Tier 2 Cost + 30% – Usage above 4.5 cubic meters per Bed Unit
- \$5 increase to \$25 to processing an Oil and Grease Interceptor Maintenance Report
- 10% increase to the Vacant Lot Charge, from \$342.50 to \$376.75 per year for single-family lots or equivalent.

Copies of the Bylaws are available for viewing at www.sunpeaks municipality.ca and click on ‘Document Library & Application Forms’ tab and then on ‘Bylaws’ tab and then on the ‘[Adopted Bylaws](#)’ tab and scroll down to the bylaw.

GAS COMMODITY RATE INCREASE GRANTED – Effective January 1, 2020 / Invoiced February 2020 – Based on the bi-annual review of Gas Commodity Rates required by the British Columbia Utilities Commission (BCUC) under Order G-123-19, and in response to the current cost of propane, Resort Gas Ltd. has reviewed the impact on gas usage rates and filed an application for a Propane Commodity Rate Increase with the BCUC to be effective on January 1, 2020.

The application by Resort Gas Ltd. was granted by the BCUC under Decision G-338-19 and will be effective January 1, 2020 and would first appear on your February 2020 invoice. The following are examples of the effects of the rate change approved.

Impact of Commodity & Delivery Charges per Gigajoule			
Customer Type	Current Commodity Rates	Proposed Commodity Rates Jan 1, 2020	Average Annual Cost Change *
Residential Condo	\$13.5210	\$14.3010	2.8%
Single Family Home	\$13.5210	\$14.3010	4.1%
Small Commercial	\$13.5210	\$14.3010	4.5%
Avg. Large Commercial	\$13.5210	\$14.3010	4.5%
Large Commercial	\$13.5210	\$14.3010	4.6%

* Annual average cost increase shown includes commodity, delivery and basic charges approved.

A copy of the application, price projection filed with the BCUC is posted under ‘**Gas Tariff & Rates**’ tab on the website at www.sunpeaksutilities.com. If you have any questions regarding this rate change, please email us our general mailbox at info@sunpeaksutilities.com or call 250-578-2020.