



Utility Services and Billing

The purpose of this newsletter is to update you on sewer, water and solid waste and utility billing, as well as the impact on services due to COVID-19 pandemic.

Utility Bill Penalty Deferred to September 14, 2020

Recognizing the financial impact that the COVID-19 pandemic has had on residents and businesses, Cumberland Council is giving more time to pay your utility bill without a penalty.

The penalty date for your April and July utility bills is September 14, 2020.

For those that are able to pay within the regular 30 day period – ending on May 18, 2020, we encourage you to do so to avoid accumulating utility charges.

Plan your Utility Bill Payments

Utility Billing Period	Bill Issued	Recommended Payment Date	Penalty Due Date
First Quarter: Jan-Mar 2020	Mid-April	May 18 2020	Sep 14 2020
Second Quarter: Apr-Jun 2020	Mid-July	Aug 10 2020	Sep 14 2020
Third Quarter: July-Sep 2020	Mid-October	TBD	TBD
Fourth Quarter: Oct-Dec 2020	Mid-Jan 2021	TBD	TBD

How to Pay Your Bill During the COVID-19 Pandemic

The best ways to pay is through online banking or by dropping a cheque through the drop box at the Village office.

Credit card payment through third party service PlastiQ is also available. Third party charges will apply. Staff are exploring other options to pay online through third party services. Check cumberland.ca for updates.

With the Village office closed to the public, debit and cash payments are not being taken, however if you are only able to pay by cash or debit, please call 250-336-2291 and leave a message, or email finance.voc@cumberland.ca.

Utility Bill Penalty Date

September 14, 2020

Please pay your bill by the penalty date to avoid a 10% penalty.

Payment Options

1. Online payment at these participating financial institutions:

- Bank of Montreal
- Credit Unions
- First Credit Union
- National Bank
- Royal Bank
- Scotiabank
- TD Bank

2. Credit Card Payment

You can now pay your utility bill online through PlastiQ. Third party charges will apply.

Please allow up to five business days for processing of online payments.

Visit www.villageofcumberland.plastiq.com.

3. At Village office at the address below.

You can drop a cheque through the drop box in the front door.

4. By mail to the Village office at the post office box below.

If you mail your payment to the Village, the date of payment is the date the payment is received by the Village and not the date of postmark.





COVID-19 Response

On March 16, the Village commenced organizational business continuity plans as well as exposure control plans.

The business continuity plan outlines activities that ensure services continue by prioritizing levels of service to maintain essential services such as water, sewer and fire protection. While the exposure control plan outlines protective measures to protect the safety and health of both Village staff and community members.

Continued Services:

- All Village non-essential services continue with some limited interruption including: public works, financial services, development services, building inspection, bylaw enforcement, economic development, government services
- Village staff continue to work remotely
- Park washrooms remain open to ensure hand washing facilities remain accessible

Ongoing Priority Areas:

- Provision and protection of essential services, including fire protection, drinking water and wastewater services
- Public information, including website and Facebook
- Ensure health and safety of Village staff
- Bylaw education/monitoring
- Business support through economic development
- Regional EOC activities

Solid Waste Tips

- To prevent costly sewer line blockages, please dispose of sanitizing wipes in your garbage, not down your toilet, even if labelled flushable
- To protect workers during COVID-19, dispose of any paper towels, napkins or tissues in your garbage, not your organics container
- Dispose of all personal hygiene waste in securely tied plastic bags in your garbage container



Closures and Services to Support Orders from Provincial Health Officer

- Village offices and Fire Hall
- Fire practices and fire prevention programs suspended
- Village Recreation Centre, Cultural Centre
- Recreation and cultural programming and Services
- Playgrounds, skate park, jump park, BMX track, tennis court, basketball court, horseshoe pitch
- Parking lots (BMX, CRI and Chinatown)
- Campground – opening date postponed

Priority Essential Services: Water and Wastewater

While the provincial and federal health authorities are the lead agencies for COVID-19 response, it is the Village's responsibility to ensure the provision of safe drinking water and wastewater services for the community for the protection of your health during the current COVID-19 pandemic.

The Village is doing this by:

- Prioritizing water and wastewater testing and operations as required by Island Health
- Ensuring safe working conditions for the Village's trained utility operators to prevent staff illness
- Cooperating with other local governments on contingency plans

