

IMPORTANT UTILITY ACCOUNT UPDATE



Summary

The City of Penticton is moving to a penalty based system for all Utility Accounts.

This will start with the Utility Bills that are going out at the end of February 2021. This decision was approved by Council in October 2020 during their review of the Fees and Charges Bylaw.

What will this mean for customers?

Customers will see a separate line item on their bill showing an amount of a 2% penalty if payment is received after the due date.

I pay by pre-authorized payment how will this effect me?

If you are on pre-authorized payment, where the City 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 250-490-2489 or utilities@penticton.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 City receives it time. Your bill is considered paid once the City 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.

Where has my 10% discount gone?

There will no longer be a discount offered as rates were reduced by 10% in May 2020.

Further questions?

Contact the City of Penticton Utility Department at 250-490-2489 or utilities@penticton.ca.