

## NEWS RELEASE

Distributed November 7, 2018

### City encourages residents to sign up for electronic mail and business options

#### Summary

With delays in postal delivery as the Canadian Union of Postal Workers (CUPW) cycles through rotating strikes, the City of Nanaimo would like to remind residents and businesses that opportunities are available to be mostly mail-free with the City.

For residents, the MyCity portal found at [www.Nanaimo.ca/goto/MyCity](http://www.Nanaimo.ca/goto/MyCity) offers an online look at current and past bills, account balances and payment history, property assessments and tax levies, Home Owner Grants claimed, water consumption and the choice to change bill delivery method. Residents can sign up for electronic bills under the MyBills option.

During a full postal strike, people who are waiting for cheques from Accounting Services can pick up their cheques on Thursday afternoons at the main counter at the Service and Resource Centre (SARC) at 411 Dunsmuir St. There is also the option to sign up for electronic funds transfer (EFT) by filling out and submitting the forms found on the Doing Business pages of the City website, [www.nanaimo.ca](http://www.nanaimo.ca).

*Strategic Link:* Going electronic supports the City's commitment to Environmental Responsibility

#### Key Points

- Mail delays will continue until CUPW settles with Canada Post, and electronic billing, payment and business options are an easy way around delayed mail.
- The City will not be extending discount dates on user rate bills. Residents can sign up to receive user rate bills via email or sign up for automatic monthly bill payment options.

#### Quotes

"This is a great reminder to sign up for these free services that the City of Nanaimo offers. Whether it be a postal strike, you misplaced your bill or the dog ate it, you can still take advantage of paying your bills on time and receiving the five per cent discount on your User Rate Bill."

Sarah Peabody  
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City of Nanaimo

Continued... City encourages residents to sign up for electronic mail and business options

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