

## NEWS RELEASE

Distributed December 18, 2024

### **Residents can access City account information by registering for MyCity**

*Online, convenient and eco-friendly alternative for tax, user rate and licence mailouts*

#### **Summary**

Access to City account information is only a click away. Residents can register for the MyCity online account to gain 24/7 access to:

- Current and past bills
- Account balances and payment history
- Change your bill delivery method
- Property assessments and tax levies
- Home Owner Grants claimed
- Water Consumption

Through the MyCity interface, residents can also view business licences and more with one personalized login and account. There is also the option to receive electronic bills through email.

To register for a MyCity account and create a MyCity profile, residents can visit the [City of Nanaimo website](#), email [MyCity@nanaimo.ca](mailto:MyCity@nanaimo.ca) or call 250-755-4525 ext. 7. Residents will need their unique account information, which can be found on a recent bill or statement.

Important information for residents following the recent postal strike:

- Starting this week, the City will resume mailing and emailing user rate statements. Statements will also be available online through MyCity. To account for mailing delays, due dates have been extended; the earliest due date is January 31, 2025.
- Dog licence levies will be generated the third week of January. Owners can pay online using the same account number and access code as 2024.

**Strategic Link:** Providing access for residents and ensuring that the City continues to plan for, maintain and grow its services while ensuring we are fiscally responsible and responsive to our community's evolving needs.

Continued... Residents can access City account information by registering for MyCity

## Key Points

- With the MyCity account, it's easier for residents to view their property taxes, user rates, business licences and more online.
- To register an account to a MyCity profile, residents will need their unique account information (found on a recent bill or statement).

## Quotes

"As Canada Post sifts through the backlog of mail and packages following the strike, you may experience delays in receiving your user rates, business or dog licence renewal mailouts. The quickest and most environmentally friendly route to receive up-to-date information at all hours of the day is by registering for a MyCity account."

Leonard Krog  
Mayor  
City of Nanaimo

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View the online edition for more information -

<https://www.nanaimo.ca/NewsReleases/NR241218ResidentsCanAccessCityAccountInformationByRegisteringForMycity.html>