

NEWS RELEASE

Distributed September 29, 2025

Residents advised to use City online services to avoid postal strike disruptions

Canada Post strike may delay City correspondence

Summary

Nanaimo residents and businesses may experience delays in receiving mail from the City including notices and other types of correspondence due to the Canada Post strike.

The following correspondence may be affected:

User rate statements: User rate bills for categories 22 to 25 are in the process of being generated and will be due by the end of October. For an account balance please enroll for MyCity (mycity.nanaimo.ca) on the City's website or contact User.Rates@nanaimo.ca.

Additional dwelling unit declarations: Residents submitting a declaration for exemption from additional user rates charges can do so [online](#), by email to User.Rates@nanaimo.ca or by visiting the Service and Resource Centre located at 411 Dunsmuir Street.

Vendor payments: For vendors not set up for electronic deposit, please contact the Finance Department at 250-754-4251 Ext. 4210 to enroll in electronic funds transfer (EFT) or to request that your cheque be made available for pick up at 411 Dunsmuir Street, Nanaimo, BC.

Residents and business owners are encouraged to sign up for an online account with the City. This can be done by signing up for [MyCity](#), the online service to view current and past bills. Other online services include:

1. [Building Permit application](#)
2. [Business Licence Application & Payment](#)
3. [Dog Licence Application](#)
4. [Dog Licence Payment](#)
5. [Invoice Payment](#)

The City of Nanaimo is committed to communicating effectively with residents and businesses. Please contact the City for information about City accounts, public notices or any other types of expected mail correspondence. Please continue to check the City website and social media channels for the most up to date information.

Strategic Link: Maintaining current services and a commitment to communicating with Nanaimo residents.

Key Points

- Due to Canada Post strike, residents and businesses may experience delays in receiving mail from the City including notices and correspondence.
- The City recommends signing up for MyCity for account management and accessing services such as building permits, business licence applications and payments, dog licences and invoice payments.
- The City remains available to assist residents and businesses with any questions and encourages checking the website and social media for updates.

Quotes

"We understand these delays may be inconvenient. That's why we're encouraging residents and businesses to use our online services to avoid any disruptions caused by the postal strike. Our team is here to help to make sure you can easily access the information you need."

Ana Francisco
Assistant Manager, Revenue Services
City of Nanaimo

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View the online edition for more information -

<https://www.nanaimo.ca/NewsReleases/NR250929ResidentsAdvisedToUseCityOnlineServicesToAvoidPostalStrikeDisruptions>