



# WATER UTILITY BILLING INFORMATION

## UTILITY BILLING ADDRESSING

Billing mailing addresses are based on the legal ownership information provided by BC Assessment. **If your property is rented to a third party, they do not receive a copy of the Utility Bill.** Please note that the legal owner on title is ultimately responsible for the Utility charges.

## BILL PAYMENT OPTIONS

### Pre-Authorized Payments

**Pre-Authorized Payment Plan:** Sign up for pre-authorized monthly payments. See our website at <http://rdck.ca/water> for further information and a Customer Agreement.

### Pay In Full

1. Cheques, money orders: Make payable to the Regional District of Central Kootenay (RDCK).
2. Cash or Interac (Debit card): Available at the Nelson or Creston offices listed below.
3. Visit your financial institution and pay through the teller or ATM: **Allow 2 to 5 days bank processing time.**
4. Pay online through your financial institution: Select "Central Kootenay (R D) – Utilities" as the payee. **Allow 2 to 5 days bank processing time.**

**CREDIT CARD PAYMENTS ARE NOT ACCEPTED**

## PENALTIES

Any outstanding account balances as of the end of the first business day following July 1 or 60 days from the date the utility bill is issued, whichever is later, will be subject to a 10% penalty. Customers participating in the monthly Pre-Authorized Payment Plan or who sign up before June 1 will not be subject to this penalty.

## UTILITY BILLING CONTACT INFORMATION

### Walk In Monday to Friday

8:30 am - 1:00 pm

Creston Office

531B - 16th Ave S.

### Walk In Monday to Friday:

8:30 am - 4:30 pm

Nelson Office

202 Lakeside Drive

### Call Monday to Friday:

8:30 am - 1:00 pm

Creston & Area: 250-428-2612

Toll Free: 1-833-223-2662

Email: [WaterFinance@rdck.bc.ca](mailto:WaterFinance@rdck.bc.ca)