



USER FEES

I am planning to occupy a new Dwelling Unit, how will I be charged user fees?

A new dwelling unit acquiring occupancy after January 1st of any year will be charged in accordance with Schedule "A", prorated monthly from the occupancy permit date as follows:

- o Occupancy permits dated from the 1st to the 15th of the month shall be charged for the full month.
- o Occupancy permits dated from the 16th to the 31st of the month shall be charged commencing the following month.

Under what circumstances could collection fees be discontinued?

Discontinuation of fees for collection may occur under the following circumstances:

- (a) the premises are permanently vacated;
- (b) the premises are temporarily rendered uninhabitable because of fire or other similar disaster; or
- (c) the owner of the premises has obtained a water disconnect from the Capital Regional District, in which case fees will resume when water service is reconnected.

Where do I locate user fees charged against my property for residential garbage and household food waste?

Residential garbage and household food waste collection fees are entered on the tax roll as a separate line item on the annual property tax notice.

What happens if I am late to pay my property taxes? Is there a user fee penalty?

Penalties will be applied if the user fee charge is not paid by the penalty date (first business day after July 1; usually July 2). Any garbage user fee payable by December 31st of any year which is unpaid on that date will be deemed taxes in arrears on the land or real property on which the fee is imposed.

I noticed an error in the charges for my property, how do I resolve the charges?

Any alleged error in any charge must be brought to the attention of the Town's Representative within one (1) year of the end of the billing period. The Town will not consider an error or make any adjustment for any error after the one (1) year period has elapsed.
