

Utility Newsletter 2025

Town of Lake Cowichan

The enclosed utilities invoice is for the full year (January 1 to December 31, 2025). There may be additional quarterly billings during the year if monthly water consumption exceeds the allotted monthly threshold. A single-family residence is allotted a maximum of 35 cubic meters every month, (35 cubic meters is equal to 35,000 liters).

All utility payments received in the office by 4:30 p.m. February 28, 2025, whether in part or full, will receive a 10% discount on the amount paid.

Any utility amounts not received by 4:30 p.m. July 2, 2025, will be charged a 5% penalty. Utility amounts not received by 4:30 p.m. October 1, 2025, will be charged an additional 5% penalty. Any amounts outstanding on December 31, 2025, will be transferred to the tax account for the following year and these arrears will be charged daily interest until paid in full. Mortgage companies and financial institutions do not pay the utility bill until it transfers, as arrears, to the property tax account at year end.



Payment options:

1. Utility and tax payments can be made by cash, debit, or cheque at Town Hall. (Note that for cash payments, **no change will be provided.**) Ensure your payment is received before 4:30 p.m. on the due date as the postmark date is not accepted as proof of payment date.
Credit cards are not accepted at the Town Office (online only).
2. Pay your utility bill through online or telephone banking. Please ensure the payment is made to Lake Cowichan. Pay early (generally three to eight business days) to allow for bank processing time.
3. Post-dated cheques, made payable for the due date, are accepted.

TIP: Problem with online payments? Add two or three zeros in front of account number.



Please ensure your house numbers are visible to assist emergency crews



PUBLIC MEETING OF COUNCIL
May 5th
6:30 p.m. to 8:00 p.m.
at Centennial Hall



DOG TAGS
2025 tags are available for sale at the Town Office

Contact Information

Municipal Office Located at

39 South Shore Rd.
PO Box 860
Lake Cowichan
V0R 2G0

Ph. 250-749-6681
Fax 250-749-0281
Office hours
8:30 a.m. – 4:30 p.m.

Public Works

7 Grosskleg Way
Ph. 250-749-6244
Fax 250-749-6686
Office hours
8:00 a.m. – 4:30 p.m.

July and August Hours:
7:00 a.m. – 3:30 p.m.
After hours **Emergency Only** 250-715-9730

CVRD Recycling Depots

Bings Creek
3900 Drinkwater Rd.
Duncan
Open Daily
9:00 a.m. – 5:00 p.m.

Meade Creek
8855 Youbou Road
Lake Cowichan

CVRD Recycling Hotline:
250-746-2540

Council Meetings

Committee Meetings are held at 5:00 p.m. on the second Tuesday of the month and regular council meetings are held on the fourth Tuesday of the month. The meeting schedule and agendas for council meetings are posted on the Town's website. The public can view the meetings live on YouTube.

Conservation

Please contact the Conservation Office for Wildlife concerns. Town staff are not trained to deal with wildlife. Contact conservation at 1-877-952-7277 or visit their website at:

<https://www2.gov.bc.ca/gov/content/environment/natural-resource-stewardship/natural-resource-law-enforcement/conservation-officer-service>



Organics/Waste/Recycle Totes



To ensure pickup, please make sure your toter lids are closed properly to deter smells, animals, rainwater, and excess garbage.



A reminder that burning is prohibited in Town. Only ceremonial or small cooking fires are allowed.

No burning allowed when a fire ban is issued by the Province.

Defer Your Property Taxes

Tax deferment is a low interest loan program that helps qualified B.C. homeowners pay their annual property taxes on their principal residence.

More information can be found at: www.gov.bc.ca/propertytaxdeferment.

Email Contact Form

Add your name to the list of residents that receive updates and notifications from the Town office. The email contact form is available on the Town's website.



Register to View and Pay Property Tax and Utility Bills Online

Register for online services to view and pay your property tax and utility bills with a credit card. Create your account from the link available on the Town's website under online services, launch online services.

There is an ADDITIONAL third-party fee which will be charged to your credit card. Payment must be made a minimum of five business days before the due date to allow for processing.

Payments can be made through your online banking (to avoid the third-party processing fee), by mail or in person at the Town Office by interac, cash or cheque. For cash payments, **no change will be provided**; the entire payment will be posted to the Property Tax or Utility account(s) as a credit.