

NEWS RELEASE

Distributed November 22, 2024

Canada Post strike may delay City correspondence

City of Nanaimo encourages residents and businesses to use online services to avoid disruptions

Summary

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

The following correspondence may be affected:

User rate statements: At this time the City is delaying issuing user rates statements as many residents will not be able to receive their invoices. Please note that any outstanding invoices mailed prior to the postal strike not paid by December 31, 2024, will be transferred to property taxes effective January 1, 2025, and will accrue daily interest. For an account balance please enroll for MyCity on the City's website or contact our office at User.Rates@nanaimo.ca.

Business licence renewals: Business licences expire on December 31 each year. Mailed business licence renewal notices will be delayed due to the strike. Business owners can set up an online account to view and pay their business licence renewal, pay via their financial institution or pay in person at the Service and Resource Centre located at 411 Dunsmuir Street. For questions, please call 250-755-4482.

Property tax payments: Any current year outstanding balance will transfer to arrears effective January 1, 2025, and will accrue daily interest. Residents can check their account balance by enrolling for MyCity on the City's website or contact our office at Property.Tax@nanaimo.ca. Property owners who have not yet claimed their Home Owner Grant, can visit www.gov.bc.ca/Homeownergrant.

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 calling 250-755-4525 ext. 2.

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 notices and correspondence from the City of Nanaimo.
- 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 and we encourage residents and businesses to take advantage of our online services for quick and easy access to important information. Our team is here to assist with any questions or concerns during this time."

Leonard Krog
Mayor
City of Nanaimo

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Contact:

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View the online edition for more information -

<https://www.nanaimo.ca/NewsReleases/NR241122CanadaPostStrikeMayDelayCityCorrespondence.html>