



Financial Services

1450 K.L.O. Road
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January 11, 2012

Dear Customer:

RE: Utility Billing Account:

As you are aware the RDCO has installed water meters and has been providing consumption data to customers. This information about the amount of water used has been included on your 2011 utility bills to assist in making appropriate water consumption decisions for your household. In 2012, pending consideration of the Regional Board it is expected that consumption based billing will be integrated into the utility rate structure.

It is anticipated the first consumption used for billing purposes will be for the second quarter of 2012. A newsletter concerning the metered water rates will be sent to all water user customers later in the first quarter.

Until now, your quarterly utility charges were invoiced at the beginning of the quarter (ie. January bill was for the period Jan 1 – Mar 31). Due to the change to consumption based billing, water system customers will have their services billed at the end of the applicable quarter. Please refer to the table below.

Service Period	Billing Date	Due Date	Transfer to Tax
Jan 1 – Mar 31	March 31 st	May 10 th	
Apr 1 – Jun 30	June 30 th	August 10 th	
Jul 1 – Sep 30	September 30 th	November 10 th	December 15 th
Oct 1 – Dec 31	December 31 st	February 10 th	

Please note any amounts outstanding as of December 15 each year will be transferred to your property taxes as taxes in arrears. Payments received by RDCO after the December 15 deadline will be applied against the next billing.

If you are currently set up on Pre-authorized Payments, the 2012 February withdrawal will be skipped and your first withdrawal will occur May 15, 2012 for Jan 1 – Mar 31, 2012 services. You will continue to receive a copy of your bill with the amount to be withdrawn from your bank account (withdrawal dates: May 15, August 15, November 15 & February 15).

If you have any questions or concerns, please email utilities@cord.bc.ca or phone 250-469-6239.

Sincerely,
Utility Billing Department