

FAQ - About your Utilities Invoice

QUESTION: Whom do I contact if I have questions?

ANSWER: *If your question is about the PROGRAM (i.e. pick up days, what is recyclable, etc) then please call 490-4129.*

If your question is about the INVOICE (i.e. address/name changes, payment options) then please call 490-4140.

QUESTION: How can I pay this invoice?

ANSWER: *At the RDOS office – pay by cash, cheque, MasterCard, Visa or debit card;
On-line at www.rdos.bc.ca, click on PAYMENT OPTIONS. We can also set up Pre-authorized payments from your personal banking account. We do not accept credit card payments over the phone.*

QUESTION: Can I make monthly payments?

ANSWER: *Yes, the RDOS now has a monthly payment plan! In order to avoid penalties your account must be paid off by the due date. The form can be printed from our website and mailed in, please call if you need more information.*

QUESTION: When does the pre-authorized debit form need to be returned by?

ANSWER: *The form must be returned 10 days prior to the first payment date for it to be effective.*

QUESTION: How often are the bills sent out?

ANSWER: *For curbside recycling, we will be sending out quarterly invoices for Naramata and West Bench residences. All other areas will be billed annually, with various payment options available.*

QUESTION: This is a summer house and is only occupied part of the year, is the program mandatory?

ANSWER: *Yes, the RDOS does not monitor whether a house is occupied or vacant, all homes in the service area are automatically enrolled in the program as this is a mandatory service.*

QUESTION: What happens if I don't pay this bill?

ANSWER: *If the bill remains unpaid at the end of the year, the balance is transferred to your property taxes.*

QUESTION: Why can't I find the Regional District of Okanagan-Similkameen when I try to pay the invoice online?

ANSWER: *Each Financial Institution will differ slightly, but the payee name will usually be listed as "District of Okanagan-Similkameen" or "Okanagan-Similkameen Regional District". Please contact your bank for the correct listing.*

QUESTION: There are multiple owners on the property; do all the owners get an invoice?

ANSWER: *No, we can only send the invoice to one owner; we try to send it to the owner that occupies the house however that doesn't always happen. If one owner in particular should be receiving the bill, please let us know and we will send the invoice to the owner specified.*

QUESTION: I live on the West Bench, when do I get my water bill?

ANSWER: *The RDOS has combined the West Bench Water with the Garbage and Recycling, the quarterly invoices are mailed in April/July/Oct/Jan 2018. Due dates are on the invoices.*