

# Utility Newsletter 2026

## Town of Lake Cowichan

The enclosed utility invoice is for the full year (January 1 to December 31, 2026). 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 pm March 2, 2026, whether in part or full, will receive a 10% discount on the amount paid.**

Any utility amounts not received by 4:30 pm July 2, 2026, will be charged a 5% penalty. Utility amounts not received by 4:30 pm October 1, 2026, will be charged an additional 5% penalty. Any amounts outstanding on December 31, 2026, 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 pm 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.

Problem with online payments? Add zeros **in front** of account number to create 7 digits total.



In an emergency, every second counts. Make sure your house number is clearly visible so responders can reach you quickly.



**PUBLIC MEETING OF COUNCIL**  
May 4, 2026  
6:30 pm to 8:00 pm  
at Council Chambers



**DOG TAGS**  
2026 tags are now available for purchase at the Town Office. Purchase before March 2 to avoid late fees

### Contact Information

#### Municipal Office Located at

39 South Shore Road  
PO Box 860  
Lake Cowichan  
V0R 2G0

Ph. 250-749-6681  
Fax 250-749-0281  
Office hours  
8:30 am – 4:30 pm

#### Public Works

7 Grossleg Way  
Ph. 250-749-6244  
Fax 250-749-6686  
Office hours  
8:00 am – 4:30 pm

July and August Hours:  
7:00 am – 3:30 pm  
After hours **Emergency Only** 250-715-9730

#### CVRD Recycling Depots

**Bings Creek**  
3900 Drinkwater Rd.  
Duncan  
Open Daily  
8:00 am – 5:00 pm

**Meade Creek**  
8855 Youbou Road  
Lake Cowichan

**CVRD Recycling Hotline:**  
250-746-2540

## Council Meetings

Committee meetings are held at 5:00 pm 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 the Town's YouTube channel.

## 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



For guaranteed pickup, ensure all toter lids are properly closed to deter odors, pests, rainwater, and excess garbage

## HealthLink BC 8-1-1 Services

Looking for a family doctor or nurse practitioner? The Health Connect Registry can help. Register yourself, your family or others under your care. When a provider becomes available, you will be contacted. Go to [healthlink.ca/hcr](http://healthlink.ca/hcr)

You can dial 8-1-1 to receive free health advice and information. The service is provided by HealthLink BC, a program under the Ministry of Health, and it's accessible to all residents of British Columbia.

## Defer Your Property Taxes

Tax deferral 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/propertytaxdeferral](http://www.gov.bc.ca/propertytaxdeferral).

## “Compostable” Bags

Although well-intended, compostable, biodegradable, and oxo-degradable plastic bags or similar products are **not allowed** in your tote/bin. These materials do not break down properly in real composting conditions and can leave behind microplastics, creating both environmental and health concerns.

Under provincial regulations, composting facilities are **not permitted** to accept these types of plastic products. In alignment with these requirements, the Town will also prohibit the use of such bags. To help reduce mess when emptying your kitchen catcher into the organic tote, you may place a layer of paper or cardboard at the bottom of the tote.

## 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 Taxes & Payments, online citizen service cloud.

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.