

Impact of Ongoing Postal Strike on September Utility Bills

UPDATE: As of October 11, 2025, Canada Post workers moved from a full, national strike to rotating strikes. Although postal services have partially resumed, Canada Post's service guarantees are still suspended, and the Regional District of Nanaimo (RDN) does not recommend relying on postal service for any time-sensitive items. Please visit the Canada Post [website](#) for more details on the strike.

Despite the ongoing disruption in mail, residents and businesses must still make payments by the due dates. **All payment deadlines remain in effect, regardless of whether you have received your bill by mail.** To avoid late fees, interest charges or penalties, we continue to encourage using alternative methods listed below to make payments on time.

UTILITY BILL PAYMENTS

- September residential and commercial utility bills, primarily for curbside organics cart upsizing administration fees and water services usage, were not mailed prior to the postal strike.
- This impacts approximately 6,500 utility accounts out of a total of 18,123 served by the Regional District of Nanaimo (RDN).
- **Discount Date:** Payments must be made by **Monday, November 3, 2025**, to receive the discount.
- Customers set up for preauthorized withdrawals will have the discounted amount automatically withdrawn on the discount date.
- Any utility balance unpaid on December 31, 2025, will be transferred to the Ministry of Finance, Property Tax Arrears, where interest will accrue beginning January 1 of the following year. The RDN cannot accept utility payments for 2025 after December 31, 2025.

WHAT YOU CAN DO

When postal service is disrupted, please do not send payments through mail. To avoid delays, missed payments or penalties, the RDN encourages residents to consider the following options:

- **Request an electronic copy:** Contact the Finance Department for an emailed copy of your September utility bill at finance@rdn.bc.ca or 250-390-6528.
- **Visit our office:** Pick up documents in person during business hours from our administration building at 6300 Hammond Bay Road, Nanaimo.
- **Stay informed:** Check the RDN [website](#) and follow us on [social media](#) for updates.

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HOW TO MAKE PAYMENTS WITHOUT MAIL SERVICE

With this disruption to Canada Post mail service, residents and businesses are advised to make payments using one of the following options offered by the RDN to avoid missing deadlines and late penalties:

- **Online and telephone banking:**
 - Log into your bank account, go to Pay Bills, search "Nanaimo" and find your bank's option for the Regional District of Nanaimo - Utilities, and enter your 7-digit account number.
- **In person:**
 - Pay at most local banks or credit unions by presenting a copy of your bill and form of payment.
 - Visit the RDN Administration Office at 6300 Hammond Bay Road, Nanaimo during business hours. Payment may be made by cash, cheque, or debit.
- **Preauthorized withdrawals:**
 - Enroll for [automatic payments](#) by submitting a completed form to the RDN by October 24, 2025.
- **Request electronic copies:**
 - Email or call the Finance Department at finance@rdn.bc.ca or 250-390-6528 for assistance.

For additional information please visit: rdn.bc.ca/payments.

REGIONAL SERVICES

- The RDN is exploring alternative ways to deliver notifications.
- Vendors expecting payment from the RDN should contact Accounts Payable and provide EFT information to receive payment.

It remains the responsibility of the account holder to ensure all payments are made by their respective due dates, regardless of any mail service disruptions. We encourage all residents and businesses to plan and utilize alternative payment options to ensure timely processing. Thank you for your patience as we work to ensure continued access to services during this disruption.

For more information, please contact:

Finance Department
Regional District of Nanaimo
250-390-6528
Finance@rdn.bc.ca
rdn.bc.ca/finance

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