

WELCOME TO OLIVER!

Frequently Asked Questions

- Ownership updates come to us from Land Titles after the lawyers have filed the paperwork. Utility and Property Tax accounts stay with the property. The Town will update once we get the ownership change from Land Titles.
- Live within town limits and have a post office box? Please contact the Finance department and provide your correct mailing address and contact information.
- We do not do final reads for utilities (water meters). The lawyer will obtain tax and utility information from the Town as part of the sale agreement and then calculate the share of costs payable by each party; this will be shown on the Statement of Adjustment. The registered owner of the property is responsible for paying any outstanding amounts.
- Garbage carts can be changed (upgraded /downgraded) anytime in the first year without an admin fee.
 - Stop by the Finance Department to get the form.
 - If this is a new build, automated cart information will be provided to the contractor to pass on to you at the time of occupancy.
- Sign up for pre-authorized payments for utility billing and pre-payment plan for property taxes. For more information, visit our website: www.oliver.ca/preauthorized or call the Finance department at 250-485-6203.
- View your bills, transactions and more on the Online Services portal – Visit our website www.oliver.ca/onlineservices to sign up today and go paperless!

Town Hall & Finance Hours of Operation
9:00am to 4:00pm Monday to Friday,
excluding holidays.

**AFTER HOURS WATER AND SEWER
EMERGENCIES:**
Call 250-498-6335

Websites to check out:

- www.oliver.ca
- emergency.rdos.bc.ca
- makewaterwork.ca
- firesmartBC.ca
- oiso.ca/species/puncturevine

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Register for **VoyentAlert!** to receive important notifications. Get the app or register at register.voyent-alert.com



Finance	250-485-6203	6173 Kootenay St
Town Hall	250-485-6200	6150 Main St
Public Works	250-485-6213	5971 Sawmill Rd
Parks & Recreation	250-498-4985	6359 Park Dr



Mailing Address:
Town of Oliver
Box 638, 6150 Main Street
Oliver, BC V0H1T0



PAYMENT OPTIONS

THE FOLLOWING PAYMENTS CAN BE MADE AT THE BELOW TOWN BUILDINGS

TOWN HALL BUILDING

- Building Permits
- Business Licences
- Bylaw Tickets
- Land Use Applications

FINANCE BUILDING

(opposite back of Town Hall)

- Utility Bills
- Property Taxes
- Accounts Payable
- Dog Licences
- Bus Passes
- Garbage Tags

MOVING WITHIN TOWN

- **Online Banking: Don't accidentally pay the old address!** Update account numbers through your financial institution. The Town uploads payments by the account number
- **Preauthorized Payments:** Have preauthorized payments set up at your old property? Update your information for the new property by stopping at the Finance Department or email your updated form with a void cheque to finance@oliver.ca
- **Online Services:** you do not need to create a new account; just add the new property and remove the old one
- **Mailing Address:** Update your new mailing address with the Town by completing a change of contact information form at the Finance Department
- **Dog Licence:** Update with your new address by contacting the Finance Department
- **Automated Carts:** Do not take your garbage, recycling, yard waste carts or organics kitchen catcher to your new property, they stay with the property

IN PERSON

Pay by **cash, debit or cheque**
Credit card payments are online only.

BY CHEQUE

Make cheques payable to **TOWN OF OLIVER**

Cheques can be mailed or couriered to:

PO Box 638 6150 Main Street

OLIVER, BC V0H 1T0

Or can be dropped off in the mail slot located at the entrance to Town Hall at 6150 Main Street. Cheques may be postdated. **Postmarked envelopes or Bank Teller Stamps are not accepted as the date of payment.**

Please include folio number, account number or invoice number with the payment.

Cheques are processed on date received.

BY CREDIT CARD

Credit Card payments are accepted **online only** with a service fee of 2.5%. (Fees are collected by the provider, not by the Town of Oliver.)

Visit www.oliver.ca/credit-card-payment

ONLINE BANKING

Add the Town as a bill payee and use your property tax roll number or your utilities account number. **Go to oliver.ca for step by step instructions.** Please ensure you are paying the correct account (utilities vs property tax) and the correct account number. Payment adjustments are subject to a \$25 admin fee. E-transfers are NOT accepted. Allow 3-5 business days for payment to be received.

PRE-AUTHORIZED PAYMENTS

To enroll in utility billing preauthorized payments or property tax prepayment plan, ensure all outstanding balances are paid.

- Utility billing will debit the amount of your utility bill on the due date.
- Property tax prepayments are monthly withdrawals over 10 months from August to May.

For more information visit oliver.ca/preauthorized or contact the Finance Department.

