



Dear Property Owner,

**Subject: Important Update Regarding Your Utility Bill**

This letter is an important update regarding the distribution of utility (water, sewer, garbage) bills. Beginning in January 2025, all utility bills will be sent directly to the property owner of each connection. This change is intended to streamline our billing process and ensure that correspondence reaches the appropriate individual.

To facilitate this transition and provide for more convenient billing, we are also offering the option to receive your bills via email. If you prefer to receive your bills electronically, please provide us with your email address. You can submit your email address by emailing us at [nvsb.ap@outlook.com](mailto:nvsb.ap@outlook.com). Please note that if you do not provide an email address, you will continue to receive your bills via Canada Post mail.

It is important to note that as part of this update the municipality will be enforcing our billing policies. If a utility bill remains unpaid, the municipality will take the necessary steps as outlined in Village bylaws, which may include the suspension of water and sewer services. Property owners are encouraged to ensure that payments are made promptly to avoid any service interruptions. The Village Water and Sewer Bylaw can be viewed at <https://sandybay.info/bylawspolicies>

We understand that managing bills can be challenging, and we are here to assist you with any questions or concerns you may have regarding this new process. Please feel free to contact us at [sandybay.info/contact](https://sandybay.info/contact) if you require further assistance.

Thank you for your attention to this matter and for your continued cooperation.