

## Town of Grand Coulee

102 Railway Avenue  
Grand Coulee, Saskatchewan, Canada  
S4M 0A3

Email: [grandcoulee.cap@sasktel.net](mailto:grandcoulee.cap@sasktel.net)  
Office: (306) 352-8694 Fax: (306) 352-6659

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### Important Updates Regarding Town Services and New Technology ( April 2024)

Dear Residents,

We're excited to announce some important updates regarding our town services and the adoption of new technology to better serve you. As part of our commitment to sustainability and efficiency, we've recently implemented policies to reduce paper usage and offer more convenient options for receiving your receipts, tax notices, and utility billings.

If you prefer to receive your receipts, tax notices, and utility billings via email, you now have the option to sign up for electronic delivery. Simply visit our website, where you'll find a link to enroll in this service. By going paperless, you'll not only help save trees but also reduce costs associated with printing and mailing.

Additionally, we're excited to introduce a new customer portal, expected to launch by June or July. This portal will allow you to conveniently manage your accounts online, similar to other online account services you may already use, such as, SaskTel, SaskPower . You'll be able to view your account information, access payment history, and print invoices/receipts—all without having to visit or call our office. We'll provide you with the necessary setup instructions when the portal becomes available.

As a reminder, tax notices will be issued towards the end of April or beginning of May, 2024. Please note that the tax penalty bylaw, which was temporarily changed in 2021 due to COVID-19, has been reimplemented. This means that property taxes will be due on September 30<sup>th</sup> for the 2024 tax levy. To clarify, here's how the penalty structure works:

- If taxes remain unpaid after October 1st, a 1.5% penalty will be added to the outstanding balance.
- An additional 1.5% penalty will be applied on November 1st for any remaining unpaid balance.
- If taxes are still outstanding on December 1st, another 1.5% penalty will be added.
- Starting January 1st, any remaining unpaid balance will accrue a simple interest charge of 15%.

Example:

You own a property in our town, and it's time to pay your property taxes for 2024. Let's walk through a scenario to understand how penalties charges are applied if payments are not made on time:

- You owe \$2000 in property taxes for the year.
- Throughout the year, you've made several payments, but by **September 30**, you still have a balance of \$1000.
- On October 1, a penalty of \$15 (1.5% of \$1000) is applied to your balance, bringing it to \$1015.
- Later in October, you make a payment of \$200, reducing your balance to \$815.
- However, on November 1, penalty of \$12.23 (1.5% of \$815) is added, increasing your balance to \$827.23.
- December 1 comes around, and with it, penalty of \$12.41 (1.5% of \$827.23) is added, making your new balance \$835.64.
- January 1, if your balance remains unpaid, a simple interest charge of \$125.35 (15% of \$835.64) is added, bringing your total balance to \$960.99.

This scenario illustrates how penalties charges accumulate if property taxes are not paid on the due date.

To provide greater convenience, we're also introducing a pre-authorized payment program, starting in June. This program allows you to set up automatic monthly payments, ensuring timely payment of your taxes without the need for manual intervention. Sign-up forms will be distributed towards the end of April or beginning of May.

We believe these updates will streamline our services and enhance your overall experience as residents of our town. If you have any questions or need assistance with any of these services, please don't hesitate to reach out to our office.

Thank you for your continued support and cooperation.