

RDN Online Utility Billing System Software Update

The RDN is aware of the following that arose with the rollout of the new customer portal:

Resolved:

- If you created an online account before today, May 18, 2022, you may have seen an inaccurate amount owing. All adjustments will be finalized by end of the day today.

Ongoing:

- The new online payment option promoted on social media on May 9, 2022, is not currently available due to a software error that needs to be corrected by our service provider.
- We are working with our service provider to make the online payment option available by the time you receive your utility bill later this month.

For information on payments, electronic billing and forms, please visit rdn.bc.ca/payments.

For more information, please contact:

Finance Department
Regional District of Nanaimo

 250-390-4111

 finance@rdn.bc.ca

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