

October 5, 2021

## Billing & Customer Care Notice

Dear valued customer,

Please be advised that effective November 1, 2021 CML Properties will take over billing services from Corix Customer Care.

We apologize for any inconvenience. Corix Customer Care has provided Notice that they are no longer providing these services to 3<sup>rd</sup> parties utility companies.

### What does that mean for Gateway Customers?

- Commencing October 30, 2021, Corix Customer Care will no longer provide customer care and billing services including:
  - Host the website
  - Provide a Customer Care call center
  - Provide billing for water/sewer residential and commercial fees and other standard fees
- The October 2021 invoice will be the last invoice issued by Corix Customer Care. Please make your payment to Corix as you normally would for this invoice.
- Please ensure your account is a zero balance as of October 31, 2021
- Corix Utilities will continue to operate and maintain the utility infrastructure.
- **Please note that after October 30<sup>th</sup>:**
  - Any issues related to water and sewer services can be reported to Gateway Utilities at 250-741-0108 or ebarker@insight-group.ca
  - All customer billing concerns should be directed to CML 250-372-1232 or at phil.mason@cmlproperties.ca

### CML Properties will commence billing effective for the service month of November 2021:

- CML Properties will add the monthly utility fee to the monthly maintenance fees the owners are already paying. To enable this, the annual budget needs to be amended to include the annual water and sewer utility fees. To amend the budget, a Special General Meeting is required to have the owners approve this change to the existing annual budget. The Special General Meeting will be on October 12, 2021 via Zoom. Please refer to the Notice of SGM sent to you by CML on October 5, 2021.

You can also contact Gateway Utilities at 250-741-0108 or at ebarker@insight-group.ca if you have any questions about the new billing process.

Sincerely,  
**Gateway Utilities Inc.**