

April 1st, 2024

Dear Panorama resident,

Corix Utilities would like to inform our Panorama customers of changes to Wastewater Rates; effective May 1, 2024. Wastewater Rates will increase by 13%.

We worked hard to minimize rate increases through the COVID-19 pandemic, however adjustments must now be made to address the inflationary pressures experienced by our utility, as with most sectors of our economy, as illustrated below.

Consumer Price Index Rates vs. Rate Adjustments

Year	BC 12-month lagging CPI adjustment	Cumulative Change	Corix Rate Increase	Cumulative Change
2019	3.0%	3.0%	0.0%	0.0%
2020	2.1%	5.2%	0.0%	0.0%
2021	0.8%	6.1%	0.0%	0.0%
2022	3.9%	10.2%	2.0%	2.0%
2023	6.6%	17.5%	0.0%	2.0%
2024	3.4%	21.5%	13.0%	15.3%

In our Panorama operations, we've seen sharp increases in the cost of treatment chemicals and supplies, as well as the cost of external contractors and services. As such, we believe this increase is warranted, and ensures the continued viability of the wastewater service.

Thank you for your patience and understanding as we make these needed adjustments to your utility services. Should you have questions, please contact Customer Care at customer care@corix.com, or 1.877.577.2112 (M-F, 9 AM to 6 PM).

Sincerely,

Corix Customer Care