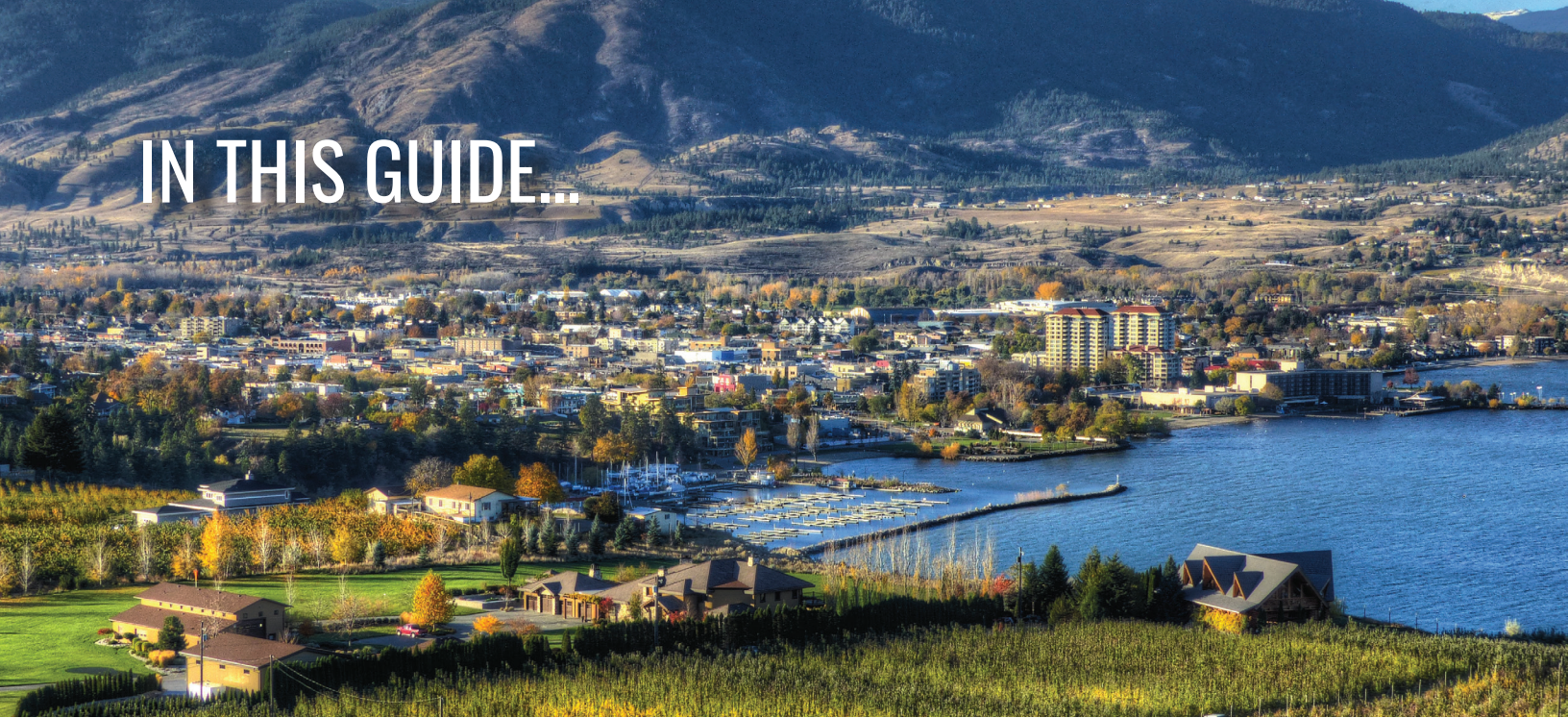




Your Guide to
BUSINESS IN PENTICTON



IN THIS GUIDE...



Big Opportunities

Penticton is a place where big ideas grow into big business. Our vibrant city has strong entrepreneurial spirit, where local companies are doing business around the world.

Penticton is the business hub of B.C.'s Okanagan-Similkameen region, with more than 3,000 businesses serving 100,000 people. We're also a destination of choice to the tens of thousands who flock here each year to enjoy our sun-swept great outdoors, attend a world-class event or sip award-winning wines.

So, settle in, take some time to review this guide, and we'll speak with you soon.

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Get in Touch

We hope you'll find this guide a useful resource to start, grow or relocate your business.

Have questions? Our Economic Development Office is here to help. We look forward to speaking with you!

economic.development@penticton.ca

250-490-2400

Contact	Phone	Email
<i>Economic Development</i>	250-490-2400	economic.development@penticton.ca
<i>Business Licensing Clerk</i>	250-490-2488	businesslicences@penticton.ca
<i>Planning & Development Services</i>	250-490-2501	development@penticton.ca
<i>Utilities</i>	250-490-2489	utilities@penticton.ca

Visit Us in Person:

City Hall

171 Main Street, Penticton, BC, V2A 5A9
250-490-2400

Business Hours:

9:00 am - 4:00 pm
Monday - Fridays (excluding holidays)

Bid & Business Opportunities

Are you interested in doing business with the City or provincial or federal governments? Bid opportunities and requests for proposals can be found on the following websites.

- › City of Penticton: penticton.bonfirehub.ca
- › British Columbia Government – BC Bid: new.bcbid.gov.bc.ca
- › Canadian & US Public Tenders: merx.com
- › Civic Info BC: civicinfo.bc.ca/bids
- › Government of Canada: buyandsell.gc.ca

A valid business licence is required for all commercial, industrial, home-based or out-of-town (non-resident) businesses, as well as short-term rentals and long-term rental businesses. Go to penticton.ca/apply-licence to walk through these steps to apply.

STEP 1 Do Your Research

Before securing your business location, or deciding whether to operate a home-based business, ensure you have conducted a business name search, registered your company name and confirmed with the City whether your business location is suitable. Our business licensing representatives can point you in the right direction and provide information about zoning and possible health or building code requirements.

Business Licencing: 250-490-2488 | businesslicences@penticton.ca

STEP 2 Which Category of Business Do You Have?

Before filling out your application, you'll need to determine which licence category best describes your business. Visit the City's website at penticton.ca/apply-licence to walk through the steps.

STEP 3 Check for Additional Requirements

Is your business new to B.C.? If you're just getting started, visit B.C.'s **OneStop Business Registry** to register your business and obtain B.C. business numbers. There, you can apply for and complete registrations for new or existing businesses with local, provincial and federal governments.

Another free resource is **BizPal** online service, which determines which permits and licences are required from all levels of government (federal, provincial, territorial and municipal).

If you plan to do renovations or add signs to your building, City permits may be required. Your business may also require other permits or licences that are not regulated by the City of Penticton, such as liquor licences and health licences, which are issued through Interior Health Authority.

Processing Time

Business licence approvals can vary, depending on the licence type. Typically, it can be issued within 2-3 weeks. If you're planning on substantial renovations or have a business that doesn't quite fit within the established zoning, this may take more time. Renewal notices are mailed out prior to the expiration date and payment can be made online using **MyPayments**.

Additional Steps that May be Required

Here are some other points to consider when starting a new business.

GST & PST

If you will be selling more than \$10,000 a year in goods, you will have to collect and pay Provincial Sales Tax. Also, if your annual sales are more than \$30,000, you may be required to collect and pay GST. You can apply for accounts through **OneStop Business Registry**.

Payroll Account

If you will be paying salary or wages to employees, you'll need to register with the **Canada Revenue Agency** for a payroll deductions account.

Employers' Insurance

If you have employees, you'll need to register with **WorkSafeBC**.

BC Registry Services (Business Name)

Apply for your business name at bcregistryservices.gov.bc.ca.

For more resources, visit the City of Penticton's Business Resources page at penticton.ca/business-resources.

Payment

Business licence fees vary. Please contact our licensing clerk to find out which fees apply to you. You can pay:

- › By credit card or online banking
- › In person (cash, debit, cheque or money order)
- › By mail (cheque or money order with renewal notice enclosed)
- › After hours drop box (cheque or money order with renewal notice enclosed)
- › Online using **MyPayments**



Book Your Pre-Application Meeting

Are you looking to add a carriage house or secondary suite to your property? Change the zoning on your property? These are just a couple examples that would involve the **Planning Department**.

A pre-application meeting is the first step in your process. It helps us have a shared understanding of your proposal. We can also provide you with preliminary guidance involving specific requirements. **Contact the Planning Department at 250-490-2501** or development@penticton.ca. We're here to help!

What is Zoning?

Zoning regulations place limits on land use to help the City develop in a strategic manner, and to protect the character of our neighbourhoods. One of the requirements for a successful business licence application is operating in the right zone. Depending on the zoning of your location, your business idea may or may not be a good fit for the area – or you might need special permits.

What is the Official Community Plan?

The **Official Community Plan (OCP)** is a detailed, collective vision for development in the City of Penticton. This document informs the Planning Department's decisions and keeps us focused on our long-term goals. The plan emerged from an extensive community consultation process, outlining Council's policy direction for land use, servicing and the form and character of development within specific areas of the City. Each property has an OCP future land use designation which informs future development on that land.

Why is the Zoning of My Property Different from the OCP?

Zoning determines what land uses are permitted on a given property at the moment, while the OCP determines what land uses will be permitted in the future. For some properties, the Zoning and OCP will be the same. In others, they could be different (for example, single-family residential properties in the downtown core could transition into commercial/residential mixed-use properties over time). This information is important for business owners because it can limit or create opportunities for business growth.

What if My Business isn't Permitted?

The zoning of your property can be changed permanently or temporarily if certain conditions are met. Permanent rezoning can be achieved through an application and a formal public hearing. After the hearing, Council analyzes your application to consider immediate and future impacts on the community. If your proposed development will significantly change the future use of that land, it may require an application to change the OCP as well.

You can also temporarily change your property's zoning through a **Temporary Use Permit (TUP)**. A TUP is granted for up to three years and allows uses that are not normally permitted in that zone. However, the TUP may include additional restrictions on construction (or other conditions) that would not apply to a property that has been permanently rezoned. **Apply** for a Temporary Use Permit today.

More Information

Each property and project is different, and some regulations are specific to a certain lot. If you have any questions or concerns please don't hesitate to **contact** the Planning Department. We're happy to work through the details with you.

Book Your Pre-Application Meeting

Are you planning to renovate your commercial property before opening your business? Before you consider purchasing, renting or leasing a site for your business, speak with the City to confirm the building is suitable and ready for your business venture. Also be aware that changing the use or occupancy of a building involves many considerations and may trigger different requirements. Depending on the extent of your upgrades, a building permit may be required (including plumbing and mechanical, electrical, signage, etc.). Some buildings will also require an inspection from the Fire Department.

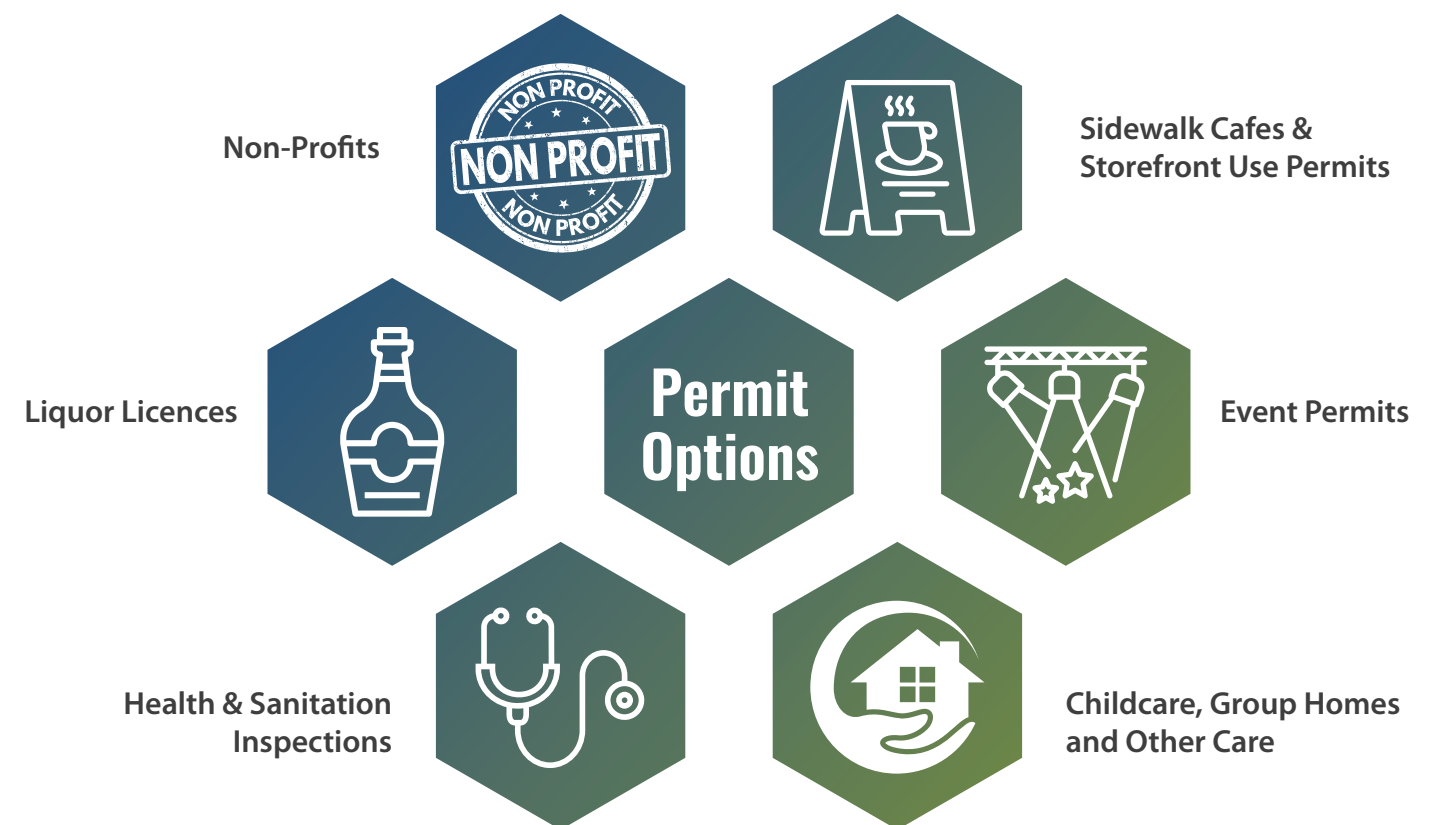
Book your appointment! Before you get started, please contact our **Building and Planning** department to arrange a pre-application meeting. We'll take a look at your concept plans and guide you toward which steps may be required. This also helps expedite the permit application process.

Special Business Permits

Business permits, as demonstrated below, are an opportunity to expand your commercial opportunities. Most of these are issued by the City, while a few are issued by provincial agencies. If you have any questions or concerns, please **contact Business Licences at 250-490-2488** or businesslicences@penticton.ca

Permit Options

Below are some of the specialized business permits available to Penticton businesses. For further details about each of these, go to penticton.ca/business.



Both the electric and water utilities are owned and operated by the City of Penticton. Our customer base includes residential, commercial and industrial users.

Get Connected

There are two ways you can apply for your utilities service. This includes:

- › Apply in person at the Electric & Water counter at City Hall. Please be aware staff will request two pieces of identification upon application, and in the case of tenant accounts, a copy of your lease signed by both landlords and tenants.
- › Visit our [Electric & Water Accounts](#) page to access the Complete the Application for Service form and email it along with scans of two pieces of identification to utilities@penticton.ca (include a scan of your lease agreement if applicable as well).

Please apply at least two business days in advance of your desired date of connection to ensure a reduced application fee and be aware that dates of connection must fall on regular business days.

Sign up for your utilities account by completing the Application for Service on the [Utilities Account page](#) of our website. If you want to know what the utility rates are before you sign up, check the current rate schedule in our [Fees & Charges Bylaw](#) or [contact](#) the utilities counter at City Hall.

Billing

The City of Penticton bills utilities on a monthly schedule. The bills are made up of two types of charges – a fixed charge for your electric and water service and variable charges based on the amount of power or water you have consumed. Electric and water consumption are read and billed every month.

A 10% discount will be applied to current charges (excluding taxes) if payment is received on or before the due date shown on your utility bill. Please allow sufficient time for payments to reach City Hall, particularly if you are paying by mail, courier or drop box.

Have Questions?

You can read more on the [Electric & Water Accounts](#) of our website or contact the billing inquiries team at 250-490-2489 or utilities@penticton.ca.

Payment

The City offers the following payment options:

- › Pay online using *MyPayments*
- › Pre-authorized Payments
- › Telephone or online banking
- › City Hall during business hours (in person) and after hours (drop box)
- › Mail or courier

We accept cash, cheques, debit cards, money orders, bank drafts, travellers' cheques and electronic bank transfers. However, only certain tenders are available for certain options.

Property taxes are collected to pay for many essential community services such as hospitals, libraries, schools, parks, sidewalks, policing, fire protection and emergency rescue.

Payments

Notices are issued in mid-June and are due for payment on the last business day of July. A 10% penalty fee will be applied to outstanding taxes after this date.

Tax Rates

Your property taxes are determined by the value and class of your property, as well as the tax rate (all three discussed below). In its simplest form, the equation used to calculate your property tax is:

$$(property\ value / 1000) \times the\ class\ property\ tax\ rate$$

Property Value

In British Columbia, property values are reviewed annually by [BC Assessment](#). Your property assessment notice is mailed out on December 31st every year.

Property Class

The BC Assessment is also responsible for placing your property into one or more of nine classes, listed in the 2019 Property Tax Summary listed below. Here are the key categories. For more information, see our [Property Tax](#) page.

Have Questions?

You can read our annual tax guide and the property tax pages of our website for information, or [contact our Collections Department at 250-490-2485](#) or taxclk@penticton.ca.

Property Tax Summary (Updated June 2022)

Property Class	General Municipal	Municipal Finance Authority	Regional District	Hospitals	911 Service	Total
Residential	3.1154	0.0002	0.1358	0.1952	0.0539	5.8654
Major Industry	5.8534	0.0007	0.4617	0.6637	0.1832	12.5910
Light Industry	5.8534	0.0007	0.4617	0.6637	0.1832	12.2162
Business & Other	6.6579	0.0005	0.3327	0.4783	0.1320	11.8166
Farm	14.3086	0.0002	0.1358	0.1952	0.0539	20.9363

OKANAGAN BUSINESS RESOURCES

These resources are available to help you build your business. For the full list, visit Penticton's [Business Resources](#) page.



City of Penticton Economic Development Department

Access personalized business relocation and development assistance and services. Ph: 250-490-2400, email economic.development@penticton.ca or visit in person at City Hall, 171 Main Street.



Community Futures Okanagan Similkameen

Access services and tools to help your business achieve its goals, including business planning advice, loans and self-employment assistance. Ph: 250-493-2566 or visit cfokanagan.com



Downtown Penticton Association

The DPA plays a critical role in enhancing and promoting the economic vibrancy of downtown Penticton. Ph: 250-493-8540 or visit downtownpenticton.org.



Interior Health

Interior Health

The Interior Health Authority is responsible for regulating and monitoring many public facilities that have a direct impact on public health. Find out more at interiorhealth.ca



Penticton & Wine Country Chamber of Commerce

This membership-driven not-for-profit offers services and events that help members form valuable business connections and grow professionally. Ph: 778-476-3111 or visit penticton.org



South Okanagan Immigrant & Community Services

SOICS provides a range of free services to immigrants, temporary foreign workers, post-secondary international students and refugees, including job search and language training. Ph: 250-492-6299 or visit soics.ca



Travel Penticton

Travel Penticton markets our city and operates the Visitor Centre. They also promote events and accommodation, while attracting major sporting events. Find out more at travelpenticton.com or their public-facing website, visitpenticton.com



Work BC - Penticton Centre

WorkBC helps people find jobs, explore career options and improve their skills. We also help employers fill jobs, find the right talent and grow their businesses. Visit workbccentre-penticton.ca



GET CONNECTED

Business Networking

- › **100 Women Who Care, 100 Men Who Care** & the **Community Foundation**: networking, charitable giving
- › **Penticton & Wine Country Chamber of Commerce**
- › Two Rotary clubs: **Penticton Okanagan Rotary** and the **Rotary Club of Penticton**
- › **Penticton Women in Business**
- › Junior Chamber International for young professionals (**JCI Penticton**): Provides young business people opportunities in leadership, social responsibility, entrepreneurship and fellowship.
- › **Accelerate Okanagan**: mentorship and coaching for tech companies
- › **Cowork Penticton**: shared office space with informal Friday evening networking
- › **South Okanagan Tech Professionals**
- › **Penticton meetup** groups
- › **Community Futures Okanagan Similkameen**: supports entrepreneurs and businesses through loans, support and advisory services

For more resources, visit the *City of Penticton's Business Resources* page at penticton.ca/business-resources

Plan Your Business Event

Are you looking to host an upcoming business meeting or event? The City of Penticton can help you in your search for the ideal location. Our inventory of indoor and outdoor open-air venues, combined with local expertise in all areas of planning and production, will ensure your event shines. Visit penticton.ca/events for further information.

Industry Groups

StartHerePenticton.com

Hear first-hand stories from other entrepreneurs and business owners who have recently made the move to Penticton. Access resources, contacts and tips to make your business dream a reality. Visit StartHerePenticton.com and follow their social media channels @StartHerePenticton.

Accelerate Okanagan

Accelerate Okanagan (accelerateokanagan.com) helps develop and support creative entrepreneurs in the technology community. Based in Kelowna, they are a hub of like-minded, ambitious individuals who seek collaboration through coaching, connections, info sessions and a shared workspace.

Naramata Bench Winery Association

The NBWA (naramatabench.com) represents award-winning wineries on Naramata Bench overlooking Lake Okanagan. Member wineries share marketing costs and benefit from being associated with a positive, established brand that lends their business an immediate level of consumer confidence and recognition.

Okanagan Falls Winery Association

The OFW Association (theheartofwinecountry.ca) offers the same benefits as the NBWA to premiere wineries located in Okanagan Falls, just south of Penticton.

Manufacturing Safety Alliance of BC

Provides safety training and advisory services for manufacturers, food processors, wineries, breweries and distilleries (safetyalliancebc.ca).

Penticton Industrial Development Association

PIDA represents the interests of industrial businesses and advocates to improve the economic climate. To get involved, contact Frank Conci of AC Motor Electric.

Labour and Employment

BC Employment Standards

This law in B.C. sets the standards for payment, compensation and working conditions. Visit the Province of B.C.'s Employment Standards website for information about hours of work and overtime, statutory holidays and more.

Canada Federal Labour Standards

Learn about the Federal Government's Canada Labour Code, including important topics such as hours of work, vacation and holidays, leaves, wages and more. Go to <https://bit.ly/38s7YKX>.

Employment & Social Development Canada

Learn about funding opportunities including grants and contributions, public pensions, disability programs, housing benefits and family benefits at canada.ca/en/employment-social-development.

Hire and Get Hired

View a 9-part video series designed to provide businesses with key human resources fundamentals to support hiring, onboarding and other key elements. Log on to the City of Penticton's Business Resources page (penticton.ca/business-resources) for the HR Toolkit.

Okanagan College

Hire a student! Your business can access top talent to fill short-term requirements. Find out about the OC Student, Graduate & Co-Cop Employment programs at Okanagan College in Penticton by visiting okanagan.bc.ca/coop.

WorkBC Employment Services Centre

WorkBC helps people find jobs, explore career options and improve their skills. They offer free job postings to employers and can help you fill jobs. Visit the Penticton office at 174 – 1846 Main Street, email centre-penticton@workbc.ca or log onto workbccentre-penticton.ca.

Financial Resources

Community Futures Okanagan Similkameen

This non-profit provides loans to support new business start-ups, business expansion or to provide stability. Ph: 250-493-2566 or visit cfokanagan.com

Women's Enterprise Centre

A valuable resource for female entrepreneurs, offering small business loans to businesses that can help you start or grow your B.C. business. Visit womensenterprise.ca

Canadian Small Business Financing Program

In order to apply for a loan under this program, a borrower must present a business proposal directly to a financial institution. Find out more at ic.gc.ca/eic/site/csbfp-pfpec.nsf/eng/Home

Innovate BC

This a one-stop service centre to connect innovators – large and small – with B.C. government funding, tools, resources and support. Get started at innovatebc.ca.

Disaster Planning

In an emergency situation, would you know how to react? By planning ahead, you'll be in a stronger position to act swiftly, minimizing disruption and loss of income. Visit the City's Business Emergency Preparedness online guide (penticton.ca/business-prepared) to help your business prepare for the unexpected.

Immigration Resources

South Okanagan Immigrant & Community Services

The SOICS provides a range of free services to immigrants, temporary foreign workers, post-secondary international students and refugees, including job search and language training. Ph: 250-492-6299 or visit soics.ca.

Entrepreneur Immigration (Provincial Nominee Program – PNP Regional Pilot)

If you're an entrepreneur who wants to invest and manage a business in B.C., you may be eligible for the BC PNP Entrepreneur Immigration program. This involves pairing international entrepreneurs with community priorities. The City of Penticton is partnering with the South Okanagan Immigrant and Community Services Society to support the program. Find out more on the City's PNP Program webpage.

Federal Temporary Foreign Worker Program

Hiring a foreign worker may help you meet short-term skill and labour needs when permanent residents are not available. Visit the Government of Canada's website for further details at canada.ca/en/employment-social-development/services/foreign-workers

For more resources, visit the City of Penticton's Business Resources page at penticton.ca/business-resources

Buy or Sell a Business

Are you interested in buying an existing business? Or perhaps you're an owner looking to sell or lease your business? Here are a few options to get started.

BritishColumbia.ca Opportunities

Search this B.C. government website, at [britishcolumbia.ca/invest/opportunities](https://www.britishcolumbia.ca/invest/opportunities), for businesses for sale. You'll also find rental listings for office, retail and industrial space that aren't listed on [realtor.ca](https://www.realtor.ca). If you're selling your business, submit your listings so OpportunitiesBC can promote your opportunity worldwide.

Venture Connect

This organization provides guidance to business owners to plan for transition and business retention. List or browse businesses for sale at [ventureconnect.ca](https://www.ventureconnect.ca).

Continuing Education and Skills Training

Want to brush up on some additional skills, or perhaps you're considering a career change? Penticton has a variety of post-secondary educational opportunities.

Okanagan College - Adult Education, Diploma, Certificate and Degree programs

Sprott Shaw College - Early Childcare Education, Healthcare: Medical Care Aide, LPN

HNZ Topflight - Advanced terrain helicopter pilot training

BP Aviation - Airplane pilot training

We can help you find resources for every stage of your business.

Penticton.ca - Business Resources

Are you **new** to Penticton? Or thinking of moving here?

Be inspired by others who have made the move. Find your people. Get tips to help you settle in.

Visit **StartHerePenticton.com**



LET'S BUILD YOUR BUSINESS.

All Great Ideas Start with a Conversation

Bring us your business and building plans so we can help you get started as quickly as possible.

Come speak with us. Drop in to City Hall, phone or send us an email to economic.development@pentiction.ca. Our Economic Development Office will answer your questions, review your proposal and help guide you through the steps. We'll connect you with any other departments required.

Does your proposal involve renovations or construction? Our building department is standing by. It's this hands-on approach that makes the difference.

We do things differently here – and that's part of the magic of doing business in Penticton.

How We Can Help

Penticton's Economic Development Office can assist with the following:

- › Providing economic indicators and statistics
- › Finding the ideal location for your new business
- › Connecting you with business and community contacts
- › Advice involving navigating City procedures
- › Supplying information about the [BC PNP entrepreneur immigration program](#)
- › Connecting you with free resources like PentictonBizToolkit.com and StartHerePenticton.com



City Hall

171 Main Street, Penticton, BC, V2A 5A9
250-490-2400

Economic Development Office

250-490-2400
economic.development@pentiction.ca