



City of Kelowna
 Utility Billing Office
 PO Box 20220
 Kelowna BC V1Y 9H2
 Telephone: 250 979-4928

Pre-Authorized Utility Billing Payment Application

UTILITY BILLING ACCOUNT HOLDER INFORMATION:

		OWNER (Y/N):		
First Name: (or corporate name if applicable)	Initial:	Family Name:		
Mailing Address:	City:	Province:	Postal Code:	
Service Address: <i>(if different from mailing)</i>	City:	Province:	Postal Code:	
Home Phone:	Work Phone:			
Utility Account Number:				

FINANCIAL INSTITUTION INFORMATION:

NAME:		FOR OFFICE USE:
ADDRESS:		Bank #
		Branch #
		Account #

- 1) In this Authorization, "I", "me", and "my" refer to each Account-Holder(s) who sign below.
- 2) I agree to participate in this pre-authorized payment plan and I authorize the City of Kelowna billing services to provide, to draw a debit, in paper, electronic, or other form (a "Pre-Authorized Payment"), on my account indicated above (Account Number), at the Financial Institution indicated above for the purpose of **UTILITY BILL PAYMENTS** under the terms and conditions agreed to by me with the City of Kelowna.
- 3) I may revoke this Authorization by calling the Utility Billing Office at 250 979-4928, twenty (20) days in advance of my next Pre-Authorized Payment date. I agree that revocation of this Authorization does not terminate any contract that exists between me and the City of Kelowna concerning my utility bill.
- 4) I agree to promptly inform the Utility Billing Office of any change in Financial Institution Account information.
- 5) I agree that ALL persons whose signatures are required to sign on the Financial Institution Account have signed the Authorization below.

Please read the Information Sheet

Please include a blank cheque, with the word "VOID" written across it.

For Joint accounts, if more than one signature is required on cheques, then more than one signature must be included on this application.

The current charge for dishonoured payments is \$20.00. Pre-authorized payments that are not honoured by your Financial Institution will result in the \$20.00 fee being added to your Utility Billing Account.

More than one (1) dishonoured pre-authorized payment plan payment may result in the removal of this account from the Plan.

Date
Signature of Signing Authority
Signature of Signing Authority
City of Kelowna Utility Billing Account Number

FOR OFFICE USE:

Confirmed:



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Utility Billing Pre-Authorized Payment Plan Information Sheet

The Pre-Authorized Payment Plan for Utility Billing has been set up to provide customers with an alternate method for paying their City of Kelowna Utility Bills.

The Application Form must be completed, signed, and accompanied by a blank cheque, marked **VOID** in order for us to set up the Plan.

A separate application form is required for each Utility Billing Account that you wish to set up on the Plan. Each Utility Billing Account that you set up on the Plan will result in a separate payment deduction from your bank account.

Questions and Answers about the Plan:

- Q. WHAT WILL BE THE DEDUCTION AMOUNT?
A. The deduction amount will be dependent on your Utility Bill. We will deduct the total amount of your Utility Bill, unless your Utility Bill shows a credit balance.
- Q. HOW WILL MY BANK ACCOUNT BE CHARGED?
A. Each month the City of Kelowna will advise your bank or financial institution of your payment requirement. The City of Kelowna does not charge for this service; however, your bank or financial institution may make a charge for your withdrawal(s), depending on the type of account you have with your bank.
- Q. ON WHAT DATE WILL THE PRE-AUTHORIZED PAYMENT AMOUNT BE DEDUCTED FROM MY BANK ACCOUNT?
A. The payment amount will be deducted from your bank account on the Payment Due Date.
- Q. WHAT IF I SWITCH BANK ACCOUNTS TO ANOTHER BRANCH, OR ANOTHER BANK?
A. PLEASE CALL the UTILITY BILLING OFFICE at 250 979-4928, at least 20 DAYS in advance to arrange a NEW AGREEMENT, so that your payments can continue.
- Q. IF I SIGN UP FOR THE PRE-AUTHORIZED PAYMENT PLAN, CAN I STOP A PAYMENT?
A. Yes, you can instruct your bank to stop payment BEFORE the deduction goes through your account. You MUST ADVISE the Utility Billing Office by calling AT LEAST 20 DAYS in advance of the Payment Due Date in order for us to remove your payment deduction information from the data we pass to the bank. Once your payment deduction information has been removed from the Plan, it will be necessary to RE-APPLY for the Pre-Authorized Payment Plan. PLEASE REMEMBER THAT IF A PAYMENT DEDUCTION IS NOT HONOURED BY YOUR BANK, AND YOU HAVE NOT NOTIFIED US IN ADVANCE, A \$20.00 SERVICE CHARGE WILL BE APPLIED TO YOUR UTILITY BILLING ACCOUNT. Please remember to make your payment using one of the other payment options listed on the back of your utility bill. Late payments could result in a penalty.
- Q. WHAT IF I DECIDE TO DISCONTINUE THE PRE-AUTHORIZED PAYMENT PLAN?
A. You can terminate by calling 250 979-4928. The bank CANNOT remove your authorization. Please remember to make your payment using one of the other payment options listed on the back of your utility bill. Late payments could result in a penalty.
- Q. HOW DO I/WE ARRANGE FOR PRE-AUTHORIZED PAYMENTS?
A. Complete the authorization form and return it to the Utility Billing Office WITH A SAMPLE CHEQUE marked "VOID".

For further information please call the Utility Billing Office at 250 979-4928, fax # 250 763-3783.