

PRE-AUTHORIZED PAYMENT PLANS FOR WATER WASTEWATER ACCOUNTS

The City offers 2 pre-authorized payment plans (PAP) for water wastewater accounts.

THE PRE-AUTHORIZED PAYMENT PLANS

1. PER BILL PLAN

Automatic debit to your bank account on the due date for the amount due (the exact dates to be determined by the Corporation). No missed due dates or late payment charges. No line ups or mailing/postage costs.

How Does This Plan Work?

Your water/wastewater bill will be mailed to you every 2 months as usual. It will advise you of the date and amount to be debited to your bank account. All debits to your bank account will be on the due date printed on the bill. Keep the bill, it is your record of water consumption.

2. MONTHLY PLAN (EQUALIZED BILLING)

Automatic debit to your bank account monthly (the exact dates to be determined by the Corporation). No missed due dates or late payment charges. No line ups or mailing/postage costs. Payments are spread evenly over a full year.

How Does This Plan Work?

Once you are signed up, you will receive a letter indicating the monthly dates and amounts to be debited to your bank account. The monthly amount is based on an average of your previous water consumption history and is calculated annually. To calculate the 12th month, which is the billing date of your regular summer notice, a City employee will visit to obtain the meter reading necessary to equalize your consumption for the year. You must allow the City meter reader entry to your property to read the water meter in order to continue on the monthly payment plan as equalizing cannot be calculated on an estimate. Your regularly scheduled 2 month water/wastewater bills will be mailed to you as usual, indicating actual or estimated consumption which depends on the timely return of your meter cards.

ESTIMATED VS ACTUAL READINGS

The bill may be based on an actual reading or it may be an estimated bill. Several estimated bills could result in a large “catch-up” billing. It is advisable to contact the Billing Section to provide your meter reading or to set up an appointment to have a City meter reading recorded which will avoid unnecessary charges or inaccurate billings (905) 688-5600.

HOW DO YOU JOIN A PLAN?

1. Your water wastewater account must be paid in full prior to registration.
2. Complete the pre-authorized agreement form found on the City’s website which authorizes the Corporation to automatically withdraw the applicable payment directly from your bank, trust company or credit union account.
3. A void cheque, Financial Institution Payor PAD Agreement, or Direct Deposit Form must also be attached to complete registration.

CHANGES TO YOUR BANKING INFORMATION

For changes to your bank account information, please complete the PAP – water wastewater modification & cancellation form found on the City’s website a minimum of five business days prior to the due date.

TERMINATION OF THE PLAN

To cancel your participation at any time, please complete the PAP – water wastewater modification & cancellation form found on the City’s website a minimum of five business days prior to the due date.

The privilege of continuing the plan may be cancelled if two payments fail to be honoured in the calendar year and/or if meter readings are not provided as required.

Upon cancellation, a penalty will be charged on any overdue balance.

Pre-Authorized Payment Plan & your water wastewater bill

Once registered, PRE-AUTHORIZED will appear on your bill.

Until you see PRE-AUTHORIZED, please continue to pay your bill as usual.