



Region of Waterloo

Finance – Water and Wastewater Billing Pre-authorized Payment Plan

Enrolment form (please print)

Name: _____

Water / wastewater account number: _____

Property or service address: _____

Mailing address (If different from above): _____

I/We hereby authorize the Region of Waterloo to debit my/our account indicated below for all water and wastewater bills.

Name of financial institution: _____

Branch address: _____

Complete account number (as indicated on the cheque): _____

The treatment of each payment shall be the same as if I/we had personally issued a cheque authorizing payment and to debit the amount specified to my/our account. This authorization may be cancelled at any time upon written notice by the undersigned.

Cancellation requests must be received 30 days prior to the next payment date.

Home phone: _____

Work phone: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

For a joint account, all depositors must sign if more than one signature is required on cheques.

By placing a signature on this agreement you acknowledge you have read, understood and agreed to all the terms of this authorization.

Note: Include an unsigned personalized cheque for the account from which you want the Region to withdraw your payments. Please write “VOID” in ink across the face of the cheque.



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- All utility due date withdrawals and the amount of each withdrawal appears on your water and wastewater bill.
- Any changes to your banking information are needed 30 days prior to the next withdrawal. These changes must be in writing.
- This authorization may be cancelled at any time upon 30 days written notice to the Region of Waterloo. To obtain a sample cancellation form, or for more information on your right to cancel a PAP Agreement, you may contact your financial institution or visit www.cdnpay.ca. Termination of this authorization does not terminate the obligation to pay for services received.
- You have certain recourse rights if any debit does not comply with this agreement. For example you have the right to receive reimbursement for any debit that is not authorized or is not consistent with the PAP Agreement. To obtain more information on your recourse rights, you may contact your financial institution or visit www.cdnpay.ca.
- These withdrawals relate to the payment of utilities and are considered Personal PAP's.
- Personal information on this form is collected as authorized by MFIPPA and will be used to manage our Pre-Authorized Payment Plans.

Mail or fax or your complete application and void cheque to:

Region of Waterloo – Finance Accounts Receivable

150 Frederick Street

Kitchener ON N2G 4J3

Telephone: 226-753-2261 or 519-575-4490; Deaf and Hard of Hearing (TTY): 519-575-4608

Fax: 519-575-4448

Or Email copies of your completed application and void cheque copy to:

arwater@regionofwaterloo.ca

Website: www.regionofwaterloo.ca



Questions and answers

1. How does the Plan work?

You will still receive a bill showing how much will be coming out of your account. The withdrawal is made on the date indicated on your bill. The Pre-Authorized Payment Plan enables you to pay your bills directly from your account. The benefits received include:

- Saving money on postage
- Eliminating late payment charges
- No cheques to write
- No parking hassles

The Region does not charge for this service, however, your regular bank service charges do apply.

2. Who can use the Plan?

You can join:

- If you have chequing privileges at a financial institution (bank, trust company or credit union)
- If your application is received 30 days before your bill payment due date

3. How do I sign up for a pre-authorized payment plan?

It is easy to sign up!

1. Complete the attached form.
2. Send completed form and void cheque to the Finance Department

All applications, written changes and cancellation requests **must be received 30 days before the next payment date.**

4. Do I have to sign up each year?

Once you are enrolled in the program and your account is in good standing, you will be enrolled automatically for subsequent years.

5. What if I own more than one property?

An application must be completed for each property.



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6. What if I change banking accounts?

If you change your bank account, **inform Accounts Receivable in writing at least 30 days prior** to the next payment date.

7. What if I move?

As long as the service address remains in North Dumfries or Wellesley Township, your application is still in effect; however, the withdrawal date and/or account number may or may not be changed.

8. How can the Plan be terminated?

You may withdraw from the Plan by giving **written notice at least 30 days prior** to the next payment date. If two withdrawals from your account fail to be honoured by your financial institution, the Region of Waterloo may cancel the agreement. Each time your financial institution fails to honour a withdrawal from your account, you may be charged the Region's NSF administration fee and late payment charges. If you withdraw from the Plan or your Plan is cancelled, all unpaid water and wastewater charges become due and payable, and are subject to the standard penalties.

If you have any questions about this Plan, please call Accounts Receivable at 226-753-2261 or 519-575-4490 (Deaf and Hard of Hearing (TTY): 519-575-4608).