





**Utility Billing Pre-Authorized Payment Plan Information Sheet**

**Telephone Utility Billing  
979-4928**

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 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 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 City of Kelowna billing service provider WITH A SAMPLE CHEQUE marked "VOID".**

**For further information please call Terasen Utility Services at 979-4928, fax # 869-4647.**