



UTILITIES AUTOMATIC PAYMENT PLAN APPLICATION

The Utilities Automatic Payment Plan is an optional payment plan where the entire amount of the utility bill is withdrawn from your bank account on the bill due date. The utility bill includes water charges and, for some properties, water and sewer charges. An installment plan is currently not available.

APPLICANT INFORMATION

Name: _____ Utility Account No.: _____

Service Address: _____

Mailing Address (if different from above): _____

City: _____ Province: _____ Postal Code: _____

Email: _____ Phone: _____

ONLINE ACCOUNT ACCESS & E-BILLING

You can view all of your City accounts online at any time by logging in at remote.duncan.ca/vadimopen/Link-Register. Visit duncan.ca/onlineaccounts for more information on how to create or log-in to the online platform and sign up for e-billing.

DECLARATION & CONDITIONS

I/WE authorize the City of Duncan to deduct the full amount of my utility bill from my financial institution for the payment of utilities and agree to the following conditions:

1. The full amount of the balance outstanding on the account will be withdrawn on the due date. The amount withdrawn is subject to change in accordance with the bill issued.
2. The account holder is responsible to review their bill for any water consumption concerns (i.e. potential leaks) and to contact the utilities department at least fourteen (14) days prior to the due date to process any adjustments.
3. The plan automatically continues unless written notification to cancel has been provided.
4. In the event of a sale, the account holder must provide written notification to discontinue participation in this plan.
5. Written notice (email accepted) must be received by the utilities department fourteen (14) days prior to the due date to: register in the plan; discontinue or suspend participation in the plan; or update banking information.
6. The City may impose and collect a \$25 administration fee on any dishonoured payments.
7. If a payment is not honoured the account will be subject to late payment fees.
8. The City may cancel participation in the plan if the bank refuses to honour two (2) consecutive payments.
9. The registered owner's delivery of this authorization to the City will constitute delivery to the registered owner's bank.
10. The person who signed this application is the authorized signatory on the bank account listed.

Signature

Date

Please return this signed application with a void cheque or bank debit authorization form by email: utilities@duncan.ca or mail/in person: City of Duncan, 200 Craig Street, Duncan, BC V9L 1W3

OFFICE USE ONLY

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RECEIVED
STAMP

Personal information you provide on this form is collected pursuant to Section 26 of the *Freedom of Information and Protection of Privacy Act* and will only be used for the purpose of processing this application. Your personal information will not be released except in accordance with the *Freedom of Information and Protection of Privacy Act*. Questions about the collection of your personal information may be referred to the Corporate Services Coordinator by email: duncan@duncan.ca or phone: 250-746-6126.