

Pre-Authorized Utility Payment Plan

Important Information

HOW DOES THE PLAN WORK:

The Pre-Authorized Utility Payment (PUP) Plan enables you to pay your utility bills directly from your bank account, without having to write a cheque, pay for postage or worry about missed due dates. The City does not charge for this service, however, normal bank service charges do apply. Your account must be up to date to qualify for the PUP Plan. All utility balances due prior to the desired start date must be paid in full.

WHO CAN USE THE PLAN?

You can join the plan if the following apply:

- You have an active utility account with the City of Kitchener;
- Your utility account is in good standing; and
- Your completed application is received by the City of Kitchener 14 DAYS prior to the due date on your bill

WHAT IF I CHANGE MY BANK ACCOUNT?

If you change your bank account, a pre-authorized bank change form must be filled out and submitted 14 DAYS in advance of any required changes.

HOW CAN THE PLAN BE TERMINATED?

You may withdraw from the PUP Plan by giving written notice at least 14 DAYS prior to the next payment date.

Payments that fail to be cleared by your financial institution will be re-presented by the City's bank for a second withdrawal attempt within 5 business days after the first attempt is returned. If two withdrawals from your account fail to be cleared by your financial institution in the same tax year, the Revenue Division may cancel the agreement.

If you withdraw from the PUP Plan or your PUP Plan is cancelled, all unpaid balances become due and payable, and are subject to the standard interest and charges.

ANY QUESTIONS?

If you have any questions about the PUP Plan, or wish to obtain information or seek recourse with respect to any pre-authorized debit under the PUP plan, please call the Revenue Division at 519-741-2450; TTY 1-866-969-9994.

Terms and Conditions

Pre-Authorized Utility Payment (PUP) Plan payments shall be considered to be either Personal or Business Pre-Authorized Debits (PADs) based on your selection.

By signing this agreement you authorize the City of Kitchener and the financial institution designated (or any other financial institution you may authorize at any time) to begin deductions as per the terms and conditions on this application.

By signing this agreement you agree that the amount of each utility bill will vary and that you waive your right to be notified of the amount at least 10 days prior to the City of Kitchener withdrawing the funds and authorize the City of Kitchener to automatically withdraw regular recurring payments for payment of all utilities from your bank account in accordance with the amount and due date provided on each bill until such time a written or verbal notice is provided to the contrary, and you will verify against your bank account to confirm the withdrawals are being made as directed.

Each time your financial institution fails to clear a withdrawal from your account, you will be assessed a Non-Sufficient Funds (NSF) fee and late payment charges in accordance with City by-laws. Payments not cleared will be re-presented by the City's bank for a second withdrawal attempt within 5 business days after the first attempt is returned.

This agreement is non-transferable and you must submit a new application for new utility accounts within the City of Kitchener. You may revoke the authorization granted in accordance with this agreement at any time. Notification of changes to your bank account, other information or cancellation of this agreement must be made in writing or by phone to the City of Kitchener Revenue Division a minimum of 14 days prior to the next scheduled withdrawal. To obtain a sample cancellation form, or for more information on your right to cancel a PAD Agreement, you may contact your financial institution or visit www.payments.ca.

You have certain 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 PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.payments.ca.

The personal information on this form is collected under the authority of section 391(1) of the Municipal Act, 2001, S.O 2001, C.25, (as Amended), and will be used to determine eligibility for enrolment in a PUP plan for automatic bank withdrawals to remit utility payments to the City of Kitchener. Questions about this collection should be directed to Revenue Customer Service at 519-741-2450.

Pre-Authorized Utilities Payment Plan

Submitting an Application

Please submit completed Pre-Authorized Utility Payment Plan application with a void cheque or bank form by one of the following options:

- Email: revenuecustomerservice@kitchener.ca
- Fax: 519-741-2751
- Mail: City of Kitchener Financial Services – Revenue Division
PO Box 1113, Kitchener, ON N2G 4R6

Applicant and Financial Information

Name:		Utility Account Number:	
My/our application is for <input type="checkbox"/> Personal or <input type="checkbox"/> Business Pre-authorized payment services			
Property (or Service) Address:			
Mailing Address:			
Name of Financial Institution:			
<p>Please attach a void cheque or a bank form from your financial institution</p> 			
Transit Number:		Institution Number:	Account Number:
<p>For joint financial accounts, all depositors must sign if more than one signature is required on the cheque. By placing a signature on this agreement, I/we acknowledge that I/we have read, understood and agreed to all the terms and conditions of this authorization listed on page 1. I/we understand that 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 and hereby authorize my/our financial institution to debit my/our account indicated above for all utility bills.</p>			
Signature:		Signature:	
Date:		Date:	
Telephone (Day):		Telephone (Day):	