

# Ways to pay your utility bill



We know you're busy. Between work, picking up the kids, dropping off the kids, preparing meals, getting groceries and everything else on your to-do list, there's little time to spare.

Paying your Kitchener Utilities bill doesn't have to be a chore. With your convenience in mind, we provide several easy ways to pay your bill. Choose the payment option that best fits your schedule. For additional billing information, call us at 519-741-2450.

## Payment Methods:

- 1. Pre-authorized payment**
- 2. epost™.** With epost™ from Canada Post, you can view, pay and store your bills all in one secure online location. Go to [epost.ca](http://epost.ca) to learn more and sign up.
- 3. By mail** addressed to:  
Corporation of the City of Kitchener  
Finance and Corporate Services, Revenue Division  
PO Box 91113, City Hall, Kitchener, ON, N2G 4R6
- 4. Payment boxes** (cheques only) located at the Young Street entrance of Kitchener City Hall and in the City Hall Rotunda
- 5. In person** at City Hall main floor – cash, cheque or debit
- 6. Through a bank teller**, at most chartered banks in the Kitchener-Waterloo area. When using this option, please allow at least five business days for your bank to process the transaction and forward it to the City. Please ensure, before making payments through a banking machine, that your bank provides this service.
- 7. Internet or telephone banking**

**Please note** - Appliance Financing contracts with Kitchener Utilities can be paid in person at City Hall cashiers on the main floor by cash, cheque or debit or by mail during the deferral period - please reference your 5 digit contract number. At the end of the deferral period, payments can also be made by: automatic bank withdrawals or post-dated cheques.

\* The City of Kitchener does not accept credit cards for Utility bill and/or Appliance Financing Contract payments.

# Kitchener Utilities' pre-authorized payment plan

Our pre-authorized payment plan will enable you to save time and be sure that your payments are always on time!

You'll no longer have to worry about writing cheques, waiting in line-ups, paying postage, missed due dates, or late payment charges. Your payments will be automatically deducted from your bank account. In the event of a postal disruption, illness or if you are away on vacation, your payments will still be made. All you will have to do is update your bankbook!

The City of Kitchener does not charge you for this service, however, normal bank service charges may apply. You will still receive a monthly bill showing how much will be deducted from your account. The withdrawal is made on the date indicated on your utility bill.

## Who can use the plan?

You can join:

- If you are a Kitchener Utilities' customer (owner or tenant) in the City of Kitchener, and your account is in good standing.
- If you have an account at a financial institution (bank, trust company or credit union) with withdrawal privileges.
- If your application for the pre-authorized payment plan is received at least 21 days before your due date.

## Any Questions?

For more information about Kitchener Utilities' pre-authorized payment plan – or for an enrollment form – visit: [www.kitchenerutilities.ca](http://www.kitchenerutilities.ca) or call the City's Revenue division at 519-741-2450.



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