

Kitchener Utilities' Pre-Authorized Payment Plan

HOW DOES THE PLAN WORK?

The Pre-Authorized Payment Plan enables you to pay your utility bills directly from your bank account, without having to write cheques, pay for postage or worry about missed due dates. The City does not charge for this service, however, normal bank service charges do apply. You will still receive a bill, as usual, showing how much will be coming out of 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 CHEQUING privileges at a financial institution (bank, trust company or credit union).
- If your application is received 21 days before your due date.

HOW CAN THE PLAN BE TERMINATED?

You may withdraw from the Plan by giving written notice at least TWO WEEKS prior to the next payment date.

If two withdrawals from your account fail to be honoured by your financial institution in the same heating season, the Revenue Division may cancel the agreement. Each time your financial institution fails to honour a withdrawal from your account, you will be assessed the City's normal NSF administration fee and late payment charges.

If you withdraw from the Plan or your Plan is cancelled, all unpaid utilities become due and payable immediately, and are subject to standard penalties.

ANY QUESTIONS?

If you have any questions about this Plan, **please call the Revenue Division at 519-741-2450.**

Please find enrollment form attached to your return envelope

Ways to Pay Your 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 Kitchener Utilities' bill. Choose the payment option that best fits your schedule. For additional billing information call us at 519-741-2450.

Ways to pay your bill:

1. Pre-authorized payment
2. Internet or telephone banking
3. By mail addressed to:
Corporation of the City of Kitchener
Financial Services Department
P.O. Box 1113 Station C
Kitchener, Ontario, N2G 4R6
4. Payment boxes (**cheques ONLY**) located at the Young Street entrance of 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.

