



City of Kitchener
Revenue Division
PO Box 91113
Kitchener ON N2G 4R6
Fax 519-741-2751

PRE-AUTHORIZED PAYMENT PLAN FOR UTILITIES

HOW DOES THE PLAN WORK?

The Pre-Authorized Payment Plan enables you to pay your bills directly from your 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 bill.

WHO CAN USE THE PLAN?

You can join:

- If you are a resident of 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

WHAT IF I CHANGE CHEQUING ACCOUNTS?

If you change your bank account, inform the Revenue Division in writing at least TWO WEEKS prior to the next payment date.

WHAT IF I MOVE?

As long as you remain in Kitchener, your application is still in effect; however, the withdrawal date and /or account number may or may not be changed.

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, 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, and are subject to the standard penalties.

ANY QUESTIONS?

If you have any questions about this Plan, please call the Revenue Division at 519-741-2450; TTY 1-866-969-9994

ADDITIONAL INFORMATION REGARDING THE PRE-AUTHORIZED PAYMENT PLAN (PAP)

All utility due date withdrawals and the amount of each withdrawal appears on your monthly utilities bill.

Any changes to your banking information are needed 14 days prior to the next withdrawal. These changes must be in writing.

This authorization may be cancelled at any time upon 14 days written notice to the City of Kitchener Revenue Division. 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.cdnpay.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, you may contact your financial institution or visit www.cdnpay.ca.

These withdrawals relate to the payment of utilities and are considered Personal PAD's.

Personal information on this form is collected as authorized by MFIPPA and will be used to manage our Pre-Authorized Chequing Plans.



Kitchener Utilities Pre-Authorized Payment Plan

City of Kitchener
Revenue Division
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ENROLMENT FORM PLEASE PRINT

Name:	Account No:
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Mailing Address:

Property or Service Address: (if different from above)

I/We hereby authorize my/our financial institution to debit my/our account indicated below for all utility bills.

Name of Financial Institution:

Branch Address:

Complete Account No. (as indicated on a personal cheque):

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. This authorization may be cancelled at any time upon written notice by the undersigned.

Cancellation requests must be received 14 days prior to the next payment date

Telephone (Res.):	Telephone (Bus.):
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Signature(s):	Date:
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For a joint account, all depositors must sign if more than one signature is required on cheques.

By placing a signature on this agreement the utilities customer acknowledges that he or she has read, understood, and agreed to all the terms of this authorization.

NOTE: Include an unsigned personalized cheque for the account from which you want the City to withdraw your payments. Please write "VOID" in ink across the face of the cheque.