

Pre-Authorized Payment

What is pre-authorized payment?

Pre-authorized payment means paying your water bills automatically from your bank account.

Can I apply for pre-authorized payment?

You can apply if your water bill payments have not been returned by your bank or credit union within the last year.

Do I have to pay for this service?

No. However, if your bank returns your automatic payment unpaid, we will charge you a returned cheque fee of \$25.00.

How do I apply?

Follow these three easy steps:

1. Fill out the attached application form – be sure to include a meter reading.

2. Write "VOID" across one of your personal cheques and include it with your application form.

OR

Fill in your bank account information on the application form. You may want to confirm with your bank that all the necessary bank account information is included.

3. Return the application form to:

City of Winnipeg, Water and Waste Department
Pre-Authorized Payment
510 Main Street
Winnipeg, MB R3B 3M1

How long will it take to process my application?

It will take about one month to set up your account for pre-authorized payment.

Will I still get my water bills?

Yes. You will continue to get your water bill every three months as usual, about 20 days before the due date. It will tell you the amount of money we will withdraw from your bank account. Please check each bill for any unusual increase in the amount you owe, which could be the result of a costly plumbing leak.

What should I do if I have a concern about my bill?

Call us no later than five days before the payment due date. Then, if necessary, we will have enough time to stop the automatic withdrawal from your bank account for that one payment.

Can pre-authorized payment be stopped at any time?

Yes. You can stop pre-authorized payments by giving us 30 days' written notice. We can stop your pre-authorized payment arrangements if:

- you don't provide us with a meter reading every three months
- your payments are returned by your bank
- you make other arrangements to pay your bill

Where can I get more information?

Contact us 8:30 am to 4:30 pm, Monday to Friday (except holidays):

- by phone at **986-2455**, or
- by email at **waterbill@winnipeg.ca**

This information is also available on our web site at winnipeg.ca/waterandwaste/billing/preauth.stm

Pre-Authorized Payment Application

ACCOUNT HOLDER

Water Account Number _____

Name(s) of Account Holder _____

Service Address _____

City _____ Province _____ Postal Code _____

Home Phone Number _____ Business Phone Number _____

Email Address _____

My pre-authorized payment arrangements are for my (please check) personal use business use

ACCOUNT INFORMATION

1) Void Cheque Attached OR

2) Name of Bank/Credit Union _____ Bank/Credit Union Number _____

Branch Address _____

Branch/Transit Number _____ Bank Account Number _____

AUTHORIZATION

I understand that:

- The payments will be withdrawn quarterly on the bill's due date.
- I must provide you with 30 days' notice of any changes to the account from which my payments are withdrawn.
- I can stop my pre-authorized payment arrangements by giving you 30 days' written notice. I can obtain a sample cancellation form or more information on my right to cancel my pre-authorized payment arrangements by visiting cdnpay.ca
- I have recourse rights if you withdraw money from my account in a way that does not comply with this agreement. For example, I have the right to be reimbursed for any debit that is not authorized or is not consistent with this agreement. For more information on my recourse rights, I can contact my bank or visit cdnpay.ca

I authorize the City of Winnipeg Water and Waste Department to withdraw the total amount due on my water bill directly from my account. This authority remains in effect until either party terminates this agreement with 30 days' written notice.

Authorized Signature _____
(Please include all signatures required for cheque endorsement)

Second Authorized Signature _____

Date _____ Meter Reading on Date of Application _____

Questions?

Contact us 8:30 am to 4:30 pm, Monday to Friday (except holidays) by phone at 986-2455 or by email at waterbill@winnipeg.ca

Submit this application to:

City of Winnipeg, Water and Waste Department
Pre-Authorized Payment
510 Main Street, Winnipeg, MB R3B 3M1

We are collecting this personal information so we can set up your Pre-Authorized Payment Plan. We are doing this in accordance with The Freedom of Information and Protection of Privacy Act. If you have any questions, please contact our Records and Information Management Coordinator at the City of Winnipeg, Water and Waste Department, 1199 Pacific Avenue, Winnipeg, MB R3E 3S8, or call (204) 986-5556.