



Municipal Policy Manual

NAME: Pre-Authorized Utility Payment Plan Policy

Section: 400 **No:** 402

COUNCIL MOTION NUMBER: 334 1810 09

UPDATED: October 9, 2018

1. PURPOSE

- 1.1. The objectives of this policy are to set out the terms and conditions with respect to administering the Town of Picture Butte's automatic utility payment option by means of a Pre-Authorized Utility Payment Plan.

2. POLICY

- 2.1. The owner, as registered on the Tax Roll, shall be given the option to pay their utility account by a pre-authorized transfer of funds from their bank account.
- 2.2. To apply for the Pre-Authorized Utility Payment Plan, the property owner must complete, sign and return the Pre-Authorized Utility Payment Plan application form to the Town Office, accompanied by the appropriate banking information, no later than fourteen days prior to the 25th of the month.
- 2.3. Separate application forms must be completed, signed and returned by a property owner who has multiple accounts and wishes to have each account enrolled in the Pre-Authorized Utility Payment Plan.
- 2.4. The pre-authorized payment of utilities will occur on the 25th day of each month, in the exact amount owing, as indicated on the property owner's monthly bill. In the event that the 25th is a holiday or weekend, the transfer of funds will occur on the first business day thereafter.
- 2.5. The monthly payment for each participant in the Pre-Authorized Utility Payment Plan will be the exact balance owing on the property owner's utility bill. Additional or lesser payments made by the property owner, apart from the Pre-Authorized Utility Payment Plan, may result in participation in the plan being terminated.
- 2.6. Pre-Authorized Utility payments are to be drawn solely in Canadian funds from Canadian financial institutions.
- 2.7. The Pre-Authorized Utility Payment Plan agreement does not transfer from the property owner to a purchaser of the property in the event of a sale of a parcel of land.
- 2.8. Upon sale of a property, the participant will be automatically removed from the Pre-Authorized Utility Payment Plan.
- 2.9. Once a property owner is enrolled in the Pre-Authorized Utility Payment Plan, participation will continue until notice is given to the Town of Picture Butte or until participation has been terminated by the Town of Picture Butte.



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- 2.10. A participating property owner may, at any time, withdraw from the Pre-Authorized Utility Payment Plan by giving written notice no less than fourteen days, prior to the next scheduled payment. Failure to notify the Town of Picture Butte, in writing, of withdrawal from the Pre-Authorized Utility Payment Plan may be grounds for refusal of any monies paid into the plan being returned or refunded to the property owner.
- 2.11. Written notice, via mail, e-mail, or personal delivery for the following shall be received by the Town of Picture Butte fourteen days prior to the 25th day of the month:
 - a) If there is any change in banking information
 - b) If the property owner wishes to cancel participation in the Pre-Authorized Utility Payment Plan
- 2.12. The onus of providing correct banking information to the Town of Picture Butte lies with the property owner. If incorrect information results in a monthly payment(s) not being made or being dishonored by the financial institution, the Town of Picture Butte assumes no responsibility for such rejection of said payment.
- 2.13. Pre-Authorized Utility Payment Plan participants are responsible for verifying that the pre-authorized payments are being made as per the application agreement signed by the participant. If they are not, the onus is on the property owner to notify the Town of Picture Butte to rectify the error.
- 2.14. In the event a payment is returned from the bank for any reason, (example: insufficient funds, no chequing privilege, closed account) the Town of Picture Butte will apply the appropriate "Returned Item Charge" to the outstanding account.
- 2.15. The Town of Picture Butte will cancel the property owner's participation in the Utility Pre-Authorized Payment Plan if three payments in an eighteen month period fail to be honored from the bank.
- 2.16. The property owner must pay the entire utility account balance, including the "Returned Item Charge" in full before the last day of the month or will be subject to late payment penalties, as per the Utility Bylaw.
- 2.17. The Town of Picture Butte may cancel the Pre-Authorized Utility Payment Plan agreement at any time if the property owner is not adhering to this policy or the Utility Bylaw.
- 2.18. Property owners who are removed from the program by the Town of Picture Butte are eligible to re-enroll 12 months after being removed from the program.