



## CITY OF CHILLIWACK Terms & Conditions of Customer's Authorization

1. The user understands that the Pre-authorized Withdrawal System Program (PAWS) is for the convenience of the user. The City of Chilliwack relies on the representation constituted by this authorization that the user's bank account shall be in good standing with sufficient funds to cover pre-authorized payments as they become due and payable.

2. The user's pre-authorized payment will be withdrawn and presented to their bank as follows:

**Equal Payment Plan** - each month, on or after the 25<sup>th</sup> day of the month, to cover the monthly instalment due;

**OR**

**Auto-Debit Program** - on or after each Due Date for the Utility Account shown on the reverse side, to cover the balance owing as of the Due Date.

3. If any adjustments to the PAWS payments are considered necessary, these will only be made after reasonable notice has been given to the user.

4. This authorization may be terminated by the user by giving at least 5 business days notice prior to the next withdrawal date or at any time by the City of Chilliwack. Upon such termination, any balance due thereafter shall be payable directly to the City of Chilliwack. If a credit balance exists on the user's account it will be applied against future utility bills.

5. If a payment is returned as NSF a \$25 fee will be applied to your account. After two consecutive NSF returns, your participation in the PAWS Program will be cancelled.



## What if I sell my property?

Cancel your Pre-authorized Withdrawal System Program (PAWS) with the City by contacting the Finance Department at least 5 business days prior to the next withdrawal date. You can contact us by any of the methods shown at the bottom of this page.



Make sure your conveyancing lawyer (or Notary) accounts for your payments on the "Statement of Adjustments".

If you would like to rejoin the PAWS Program for your new property, you must complete another application form and submit it to the Finance Department together with a void cheque.



### City of Chilliwack Finance Department

Revenue Services Division  
8550 Young Road  
Chilliwack BC V2P 8A4

**Phone:** 604.792.9498

**Fax:** 604.793.2829

**Email:** [taxes@chilliwack.com](mailto:taxes@chilliwack.com)

[www.chilliwack.com](http://www.chilliwack.com)



CITY OF  
**CHILLIWACK**

# UTILITIES



## Pre-Authorized Withdrawal System Program (PAWS)

# Equal Payment Plan

## What are the advantages?

The Equal Payment Plan lets you even out your utility costs over the course of a year, so your monthly payment is the same and your budget is easier to manage.

Instead of paying higher bills in the summer when your water usage might increase, the same amount will automatically be withdrawn from your account each month.



Year-end balancing adjustments will automatically be made in either November or December of each year, depending on your route category.

## How much will the payments be?

The monthly fee is based on your average yearly total, divided by 12 equal payments withdrawn on the 25th of each month.

If the City does not have a 12 month history for your account, the yearly total will be forecast based on established averages.

## How do I sign up?

Just fill out the attached Utilities Pre-authorized Withdrawal Authorization Form and submit it to the City of Chilliwack, along with a void blank cheque.



You can join the Equal Payment Plan or Auto-Debit Program at any time.

# Auto-Debit Program

## What is the Auto-Debit Program?

This voluntary program authorizes the City of Chilliwack to withdraw from your bank account, the balance owing on your Utilities Account as at each Due Date (approximately every 3 months).

## What are the benefits?

Save yourself time and money!

With Auto-Debit there's no more rushing to put the cheque in the mail or hoping it was received before the due date.

Never stand in line to pay your Utility Bill again!

## Will I still receive Utility Bills?

You will receive your Utility Bill as usual; however, the comments section of the bill will indicate that you are on the Auto-Debit Plan and the amount shown will be withdrawn from your account on the due date indicated.



## Do I have to sign up each year?

No, you stay on whichever payment plan you chose on the Pre-authorized Withdrawal Authorization Form until you cancel it.

However, if your payment is returned NSF, a \$25 fee will be applied to your account and after two consecutive returns, your participation in the program will be cancelled.

## City of Chilliwack Utilities Pre-Authorized Withdrawal Authorization Form

Start Date: \_\_\_\_\_

Utility Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Name (1): \_\_\_\_\_

Name (2): \_\_\_\_\_

Phone No: \_\_\_\_\_

Email: \_\_\_\_\_

Financial Institution: \_\_\_\_\_

Branch Address: \_\_\_\_\_

Transit No: \_\_\_\_\_ Bank No: \_\_\_\_\_

Bank Account No: \_\_\_\_\_

☐ **Equal Payment Plan** - to debit the specified amount on or after the 25th day of each month.

☐ **Auto-Debit Program** - to debit the specified account for the balance owing on the above-noted Utility Account as of the billing date, on or after each Utility Billing Date. "Garbage Only" accounts MUST choose this option.

I/We have read and understand the terms of the Pre-Authorized Withdrawal System Program (see reverse).

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**VOID CHEQUE MUST BE SUBMITTED  
WITH COMPLETED FORM**

Your treatment of each payment shall be the same as if I/We have personally directed you to pay as indicated and charge the amount specified to the account of the above signed. Any delivery of this authorization to you constitutes delivery by the above-signed.

