

IMPORTANT INFORMATION ABOUT UTILITY PAYMENT PLAN AUTHORIZATION (PUPP)

DEFINITIONS:

- PUPP means the “Pre-Authorized Utility Payment Plan.”
- “I” includes “we” if more than one person is applying for the PUPP.
- “The Municipality” means the “Regional Municipality of Wood Buffalo.”

WHAT MY AUTHORIZATION MUST INCLUDE

- Signatures of all the people, who sign cheques drawn on my chequing account.
- A void cheque from my chequing account.
- If the Municipality receives my authorization by the 20th of the month, it will begin withdrawals for the next month’s billing.

WHAT I AM AUTHORIZING

- I am authorizing the Municipality to withdraw utility payments from my chequing account on the last banking day of each month. The withdrawals will continue until I cancel my authorization.
- This authorization does not affect any other contract between the Municipality and myself.

WHOM I AM AUTHORIZING

- I am authorizing both the Municipality and my financial institution to access my chequing account. When I give this authorization to the Municipality, it is the same as if I had also given it to my financial institution.

WHAT MY FINANCIAL INSTITUTION WILL DO

- My financial institution will withdraw money from my chequing account according to the Rules of the Canadian Payments Association.
- My financial institution is not required to verify that:
 - a. A pre-authorized withdrawal has occurred according to my authorization, or
 - b. If a pre-authorized withdrawal has occurred, the money was used to pay my utility bills.

IF MY ACCOUNT CHANGES

- If any information about my chequing account changes, I will inform the Municipality in writing at least 2 weeks before the next pre-authorized withdrawal is due.
- If my chequing account changes, I will inform the Municipality in writing and provide a new voided cheque at least 2 weeks before the next pre-authorized withdrawal is due.

IF I SELL MY PROPERTY

- If I sell my property, I must inform the Municipality’s Utility Billing office, in writing, at least 2 weeks before the next pre-authorized withdrawal is due.

I CAN CANCEL PUPP:

- By written notice to the Municipality, at least 2 weeks before the next pre-authorized withdrawal.
- If I cancel my authorization, all my unpaid utility bills become due on the specified “due date” noted on the bills. My unpaid bills are subject to penalties in accordance with penalty bylaws.

THE MUNICIPALITY CAN CANCEL PUPP

- If my chequing account does not contain enough money for a pre-authorized withdrawal.

MAY DISPUTE A WITHDRAWAL IF:

- The withdrawal did not occur in accordance with my authorization.
- I had revoked the authorization, before the withdrawal occurred.
- I did not receive pre-notification of the amount withdrawn.

TO BE REIMBURSED, FOR A DISPUTED WITHDRAWAL, I MUST:

- Sign a declaration stating that either 1, 2 or 3 has occurred.
- Present a declaration to the branch of my financial institution that holds my account, within the following time limits:
 - a. Within 90 calendar days (including the 90th day), if my account is classified as residential.
 - b. Within 10 days (including the 10th day) if my account is classified as commercial, after the date on which the pre-authorized payment was posted to my account.
- If I dispute a withdrawal after these time limits, the dispute will be resolved between the Municipality and myself. My financial institution will not be involved.

Announcing PRE-AUTHORIZED UTILITY PAYMENT PLAN (PUPP)



WHAT IS PUPP?

PUPP is a pre-authorized payment plan in which consumers give written authority to the Regional Municipality of Wood Buffalo to collect payment of their utility bills through direct debit from their bank accounts.

WHY SHOULD I USE PUPP?

You will save time and money on the cost of postage stamps and cheques. It also eliminates your having to stand in lineups.

YOU CAN JOIN PUPP IF:

- Your utility account is not in arrears; and,
- You have chequing privileges at a financial institution (bank, trust company, treasury branch or credit union). Savings accounts cannot be used for this program.

HOW DO I APPLY FOR PUPP?

To apply, complete, sign and return this application form, along with a sample cheque marked "VOID," to:

Regional Municipality of Wood Buffalo
Utility Billing Office, 9909 Franklin Avenue
Fort McMurray, AB T9H 2K4

WITHDRAWAL / NON-PAYMENT

You may withdraw from the plan by giving written notice at least two weeks before the next payment date. Note: if you withdraw or your plan is cancelled, all unpaid utility bills become due and payable. They are subject to penalties as stated in the penalty bylaw.

If any payments are missed, the Regional Municipality of Wood Buffalo has the option to cancel the agreement and request payment of the total outstanding utility charges.

QUESTIONS?

If you have any questions about the Pre-Authorized Utility Payment Plan (PUPP), please call:

780-743-7976
8:30 a.m. - 4:30 p.m., Monday to Friday.

ADDITIONAL BROCHURES

Please retain this brochure for your records. Additional brochures may be obtained at:

Municipal Building, 9909 Franklin Avenue
Fort McMurray, AB T9H 2K4

Telephone: 780-743-7976
E-mail: waterbilling@rmwb.ca.

The personal information on this form is collected under the authority of Section 33 (c) of the Alberta Freedom of Information and Protection of Privacy Act. The personal information will be used for billing purposes. If you have any questions regarding the collection or use of this information contact the Supervisor, Billing Services, 4th Floor Jubilee Centre, 9909 Franklin Ave. T9H 2K4. or call (780) 743-7074.

PRE-AUTHORIZED UTILITY PAYMENT PLAN

Payer's Name: (please print) _____

Address: _____

Town/City: _____

Postal Code: _____

Phone: (res) _____ (bus) _____

Utility Account No.: _____

Customer Name: _____

(if different from payer)

For Services At: _____

(This information is located at the top portion of your bill)

If you wish to have more than one account on the program, please call 780.743.7824/7825 for more information.

UTILITY PAYMENT PLAN AUTHORIZATION

I have read and understand the "Important Information About Utility Payment Plan Authorization (PUPP)".

I authorize the Municipality to: 1) accept the signature below as those required to access my chequing account, and 2) Withdraw utility bill payments from my chequing account on the last banking day of each month.

Dated: _____

Authorized Signatures: _____

(As you would your cheques)

Mail to: Regional Municipality of Wood Buffalo, Utility Billing Office, 9909 Franklin Avenue, Fort McMurray, AB T9H 2K4

