

Pre-Authorized Credit Card - Utility Bill Payments

Pre-authorized credit card utility bill payments are available to consumers that give written authority to the Regional Municipality of Wood Buffalo to collect payment of their utility bills through pre-authorized credit card transactions.

Important Information about Pre-Authorized Utility Bill Payments

Definitions:

- “The Municipality” means “The Regional Municipality of Wood Buffalo”.

What are you authorizing:

You are authorizing the Municipality to automatically charge your credit card for the value of your outstanding utility bill balance. This authorization does not affect any other contract between the Municipality and yourself.

To authorize the Municipality to automatically process utility payments from your credit card, you must:

- Provide the appropriate information to allow the Municipality to verify you are authorized to make decisions on the utility account and to charge your credit card for the utility payments. This information may include the name of the account holder, service address, mailing address, postal code and phone number of the account holder
- Acceptance of all terms and conditions outlined in this document.

Why should you register for Pre-Authorized Credit Card Utility Bill Payments?

The added convenience of not needing to remember to pay your utility bill will save you time and money. All payments are automatically charged to your credit card on your invoice due date, which prevent added penalties and late charges.

How to sign up for Pre-Authorized Utility Bill Payments:

Visit our website to apply online at <https://pay.rmwb.ca> or if you need assistance with the online application, visit the Utility Billing Department located at:

Utility Billing Department, 4 floor Jubilee Center,
9909 Franklin Ave, Fort McMurray AB,

After you complete your online application form, your application will be reviewed by a representative from the Utility Billing Department.

Applications made less than 20 days before the next scheduled withdrawal date may not be processed for the current billing cycle. If you have not received a confirmation email of your enrolment, please make alternative arrangements to pay any outstanding fees.

How do you cancel Pre-Authorized Utility Bill Payments?

You may cancel your pre-authorized utility bill payments online at <https://pay.rmwb.ca> and choosing the 'Cancellation' option or a written cancellation notice can be emailed to water.billing@rmwb.ca. You must provide at least 15 days' notice if you wish to cancel.

Withdrawing from the program does not change or resolve your payment obligations. Alternative arrangements to pay any outstanding charges need to be made. Your emailed cancellation notice should include the following information:

- Name on the utility account;
- Utility account number;
- Your phone number;
- The service address;
- Mailing address if different than the service address;
- Name of person requesting the cancellation if different than the name on the account;
- Effective date of the cancellation.

Your cancellation notice may read:

TO: RMWB Utility Billing Department

DATE: (date)

I/We, (name), cancel my/our authorization to issue pre-authorized credit card payments in the amount of my /our current utility account balance. This cancellation notice is effective on (date). I/We acknowledge that this cancellation does not terminate any other obligation that I/we may have with the Regional Municipality of Wood Buffalo.

Signed: (name of account holders)

Utility Account Number:

Phone Number:

Service Address:

Mailing Address:

You will receive a confirmation email confirming that your cancellation request has been processed. If you have any further questions following a cancellation request, you may contact the Utility Billing Department by calling 780-743-7976 or emailing water.billing@rmwb.ca.

Non-payment and non-sufficient fund fees:

Any returned or rejected payments will be subject to additional non-sufficient fund fees and interest penalties as per the Municipality's User Fees and Charges Bylaw.

Upon receiving a notice of a rejected payment, the Municipality's Utility Billing Department may attempt a second withdraw for the exact amount of the original invoice within 30 days of the first withdraw date. You will be notified in writing of any declined payments within 30 days. After three declined payments, you may be removed from the program at the Municipality's discretion and you will be notified in writing.

Notification of withdrawal amounts:

You will be notified in writing of the withdrawal amount on your bi-monthly utility invoice. Should you not receive this invoice, please contact water.billing@rmwb.ca or call 780-743-7976 to verify your withdrawal amount. The transaction will be completed on the first business day following the due date of the invoice.

If your credit card changes:

If your credit card changes, you must inform the Municipality in writing at least 2 weeks before the next pre-authorized payment date.

Your credit card information may be updated by visiting <https://pay.rmwb.ca> and selecting the 'Cancellation' option and then re-enrolling using your new credit card.

Alternatively, you may contact water.billing@rmwb.ca or call 780-743-7976 to update your information.

If you sell your property:

If you sell your property, you must inform the Municipality's Utility Billing Department. Your utility account will be deactivated after the land title has been transferred from your name. Any utility fees incurred on your account prior to the change in land title or deactivation of your account will remain your responsibility.

The Municipality can cancel Pre-Authorized Utility Bill Payments if insufficient funds

If your credit card does not contain sufficient funds for a preauthorized withdrawal, the Municipality may cancel your pre-authorized utility bill payments after 3 missed payments and will notify you in writing. You will also be responsible to pay any NSF fees as outlined in the Municipality's User Fees and Charges Bylaw, in addition to any fees charged by your credit card company.

If pre-authorized utility bill payments are cancelled on your account, all payment obligations will remain in effect and alternative arrangements to pay any outstanding charges will need to be made. You will be responsible for all late and interest penalties charged to your account.

You may dispute a withdrawal if:

- The withdrawal did not occur in accordance with your authorization; or
- You had revoked the authorization at least 2 weeks before the withdrawal had occurred.

To be reimbursed for a disputed withdrawal, you must:

- Request a refund in writing to water.billing@rmwb.ca;

You have certain recourse rights if any pre-authorized payment does not comply with this agreement. For example, you have the right to receive reimbursement for any payment that is not authorized or is not consistent with the pre-authorized utility bill payment agreement. To obtain more information on your recourse rights, contact www.cdnpay.ca.

Privacy

The personal information on your application for pre-authorized payments 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 only. No credit card information will be retained, copied, filed, shared, emailed or otherwise stored by the Municipality. All credit card transactions are processed through Moneris and all correspondence relating to credit card secured information will be masked to prevent any fraudulent activity. 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.