



# Customer Agreement

## Water Pre-Authorized Payment Plan

### SECTION 1: INTRODUCTION

The Water Bill Pre-Authorized Payment Plan program provides customers with the option of signing up for pre-authorized monthly withdrawals as an alternative to paying their Water Bill in full by July 02 of each year.

### SECTION 2: PROCEDURE

#### a. Customer Sign Up

1. Participation in the Water Bill Monthly Payment Plan program is voluntary. Customers who choose not to participate in the program will be required to pay their water bill in full by July 02 of each year.
2. If choosing to participate, customers must sign up by June 01 in order to avoid a 10% penalty that will be applied to unpaid accounts.
3. Customers who have signed up for the program in a given year will remain in the program in subsequent years unless they request removal from the program.
4. Customers must sign up by November 30 in order for monthly payment plans to start in January of the following year. If customers sign up after November 30, payments may begin in later months.
5. Participation in the plan is subject to cancellation at the discretion of the Financial Services Manager.
6. If a payment plan needs to be cancelled due to sale of a property, please notify our office.

#### b. Payments

1. Those that have signed up by June 01 will have six (6) equal monthly payments withdrawn on the 15<sup>th</sup> of each month from July 15 to December 15.
2. Those who sign up after June 01, in any year, will be subject to a 10% penalty on the outstanding Account Balance for that year. The new outstanding Account Balance will then be divided by the number of months remaining from the time the Customer Account information has been added to the PAWS (Pre-Authorized Withdrawals) system, starting no sooner than July 15.
3. For all years where payments begin on January 15, payment amounts will be determined by dividing the previous year's annual water bill by 12.
4. When actual water rates are known for the current year, the outstanding balance will be recalculated and the equal withdrawal payment amounts will be adjusted accordingly for the remainder of the year.
5. A Customer may elect to make early payments. If a Customer elects to make an early payment, the outstanding balance will be recalculated and the equal withdrawal payment amounts will be adjusted accordingly for the remainder of the year.
6. If a payment plan is cancelled, the customer will be billed for the outstanding balance.
7. Returned payments (NSF) result in a \$25.00 fee, charged to the Customer Account.
8. Any outstanding balance on the Customer Account as of December 31 of each year due to returned payments (NSF) will be subject to a 10% penalty.

#### c. Adjustment of Accounts for Administrative Fees and Regional District Field Work

1. Any Administrative Fees or Fees for Regional District Field Work identified in the Utility Fees and Charges Bylaw of \$200 or less will be added to the Customer Account. The outstanding balance will be recalculated and the equal withdrawal payment amounts will be adjusted accordingly for the remainder of the year.
2. Customer Accounts may be adjusted at any time due to Regional District Board approved water rate changes or changes in water usage, as required. The outstanding balance will be recalculated and the equal withdrawal payment amounts will be adjusted accordingly for the remainder of the year.
3. Any Regional District Work performed for a Customer greater than \$200 will be invoiced separately to the Customer and not be included in the Water Bill Monthly Payment Plan.

4. Any fines identified in the Municipal Ticketing Information Bylaw applied to a Customer will not be included in the Water Bill Monthly Payment Plan.

**d. Provision of Water Bill and Account Statements**

1. Customers must provide an email address to receive Account Statements electronically.
2. Email addresses provided will only be used by the Regional District for water system related notifications. Email addresses will not be shared with any other organization or individual unless written approval is obtained from the Customer.
3. Water Bills shall be mailed to customers annually before April 30. If Water Bills are not mailed before this date any penalties and program deadlines will be adjusted accordingly.
4. A Statement of Account may be provided to the Account Holder’s email address at the discretion of the Regional District.
5. A Statement of Account shall be mailed to customers for any Account Adjustments greater than \$200.
6. All invoiced work will be mailed. The Regional District may also elect to send a copy of the invoice to the email address provided by the Account Holder.

**e. Freedom of Information and Protection of Privacy Act:**

The personal information on this form is being collected pursuant to 26(c) of the *Freedom of Information and Protection of Privacy Act* for the purposes of billing water customers in accordance with this contract and water system account management. For further information about this collection, you can contact the Privacy Officer at 250.352.8168, [mmorrison@rdck.bc.ca](mailto:mmorrison@rdck.bc.ca), or RDCK Privacy Officer, Box 590, 202 Lakeside Drive, Nelson, BC V1L 5R4.

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| <b>Account Holder Name:</b>                              |  |
| <b>Requested Pre-Authorized Payment Plan Start Date:</b> | <input type="checkbox"/> July 15, 2023 <input type="checkbox"/> January 15, 2024 |
| <b>Account Number:</b> (from water bill)                 |  |
| <b>Account Service Civic Address</b>                     |  |
| <b>Account Holder Email Address:</b>                     |  |
| <b>Account Holder Phone Number:</b>                      |  |

I agree to the terms of this Water Pre-Authorized Payment Plan Customer Agreement.

|                                  |  |
|----------------------------------|--|
| <b>Account Holder Signature:</b> |  |
| <b>Date:</b>                     |  |

Please enclose a **VOID CHEQUE** or provide the following bank account information. The Water Account Holder must have signing authority on the bank account provided.

|                           |                       |                       |
|---------------------------|-----------------------|-----------------------|
|                           |                       |                       |
| <b>Institution Number</b> | <b>Transit Number</b> | <b>Account Number</b> |

**RETURN FORM TO EITHER:**

|  |                            |  |   |
|--|----------------------------|--|---|
| <b>Email</b><br><a href="mailto:WaterFinance@rdck.bc.ca">WaterFinance@rdck.bc.ca</a> | <b>Fax</b><br>250.352.9300 | <b>Postal Address</b><br>Box 590<br>202 Lakeside Drive<br>Nelson, BC V1L 5R4 | <b>In Person</b><br>Mon-Fri: 8:30 am-1:00 pm (MST)<br>531B - 16 <sup>th</sup> Avenue South, Creston, BC<br>OR<br>Mon-Fri: 8:30 am-4:30 pm (PST)<br>202 Lakeside Drive, Nelson, BC |
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