



Clearbrook Waterworks District

2889 Grandview Crescent, Abbotsford, BC V2T 2R6
TELEPHONE 604-850-6621 EMAIL office@clearbrookwaterworks.com

Water Billing Pre-Authorized Debit Program (PAD)

How it Works

This is a voluntary program in which you authorize Clearbrook Waterworks District to automatically withdraw from your bank account the balance owing on your water bill on the due date. **See the reverse side for Terms and Conditions.**

Benefits to You

Save time and money-no more cheques, stamps, or a last-minute rush to pay. Never incur a late fee.

How to apply:

Complete and sign the agreement, attach a blank cheque marked "Void" and send both to:

Clearbrook Waterworks District
2889 Grandview Crescent,
Abbotsford, B.C. V2T 2R6

Each utility account requires a separate agreement form, but *only* one void, blank cheque per bank account being debited is required.

Frequently Asked questions:

What are the eligibility requirements? *The bank account used must be a chequing account with a financial institution in Canada.*

Will I still receive my bill? *Yes, you will receive your water bills as usual.*

What amount will be withdrawn? *The withdrawal amount is dependent on your water bill. We will withdraw the outstanding balance as indicated on your bill.*

On what date will the payment be withdrawn from my bank account? *The payment will be withdrawn from your bank account on the bill due date.*

What if I don't have enough money in my bank account on the withdrawal date? *Clearbrook Waterworks District currently charges a fee of \$40 for each Non-sufficient fund (NSF) payment. The Pre-Authorized Debit Program applies the same penalty. If an account has more than two NSF charges in a year, Clearbrook Waterworks District will reserve the right to remove the account from the Pre-Authorized Debit Program.*

Is there any administration fees associated with this payment option? *With the exception of a NSF fee, Clearbrook Waterworks District does not charge for the use of this service. The standard monthly penalty of 4.5% will be added to overdue accounts if the pre-authorized debit is declined.*

When should I notify Clearbrook Waterworks District of changes to my account? *You must contact Clearbrook Waterworks District at least 10 working days prior to your next billing date if you are selling your property, cancelling your enrollment in the pre-authorized debit program, or changing banking information.*

What happens if I don't agree with the billed amount? *If you have questions regarding your water bill please contact Clearbrook Waterworks District immediately. We will continue to monitor unusual consumption increases due to leaks.*

Clearbrook Waterworks District Billing Pre-Authorized Debit Agreement Form

Please complete the Pre-Authorized Debit (PAD) Plan agreement below

I/we authorize Clearbrook Waterworks District and the financial institution designated to begin deductions as per my/our instructions for quarterly regular recurring invoices, for payment of all charges arising under my/our Clearbrook Waterworks District account. Regular quarterly payments for the full amount of services delivered will be debited to my/our specified account on the last day of January, April, July and October. Clearbrook Waterworks District will provide at least 10 days written notice of the amount of each regular debit.

This authority is to remain in effect until Clearbrook Waterworks District has received written notification from me/us of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I/we may obtain a sample cancellation form, or more information on my/our right to cancel a PAD agreement at my/our financial institution or by visiting www.cdnpay.ca.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD agreement. To obtain a form for a reimbursement claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca.

Last Name		First Name	Account Number
Service address		E-mail address	Receive E-bills? Yes <input type="checkbox"/> No <input type="checkbox"/>
Mailing Address (if different from than service location):			Owner? Yes <input type="checkbox"/> No <input type="checkbox"/>
City	Province/State	Postal Code/ZIP Code	Daytime Telephone Number
Date	Signature		Type of Service? Personal <input type="checkbox"/> Business <input type="checkbox"/> Strata <input type="checkbox"/>

Please enclose a void, blank cheque as authorization to debit a specific account

Water Billing Pre-Authorized Debit Agreement Terms and Conditions

1. New applicants must submit a signed agreement form at least **10** business days prior to the next billing date.
2. The Pre-Authorized Debit Plan continues until Clearbrook Waterworks District is advised to cancel the agreement.
3. Applicant(s) wishing to cancel the Pre-Authorized Debit Plan must give Clearbrook Waterworks District at least **10** business days written notice before the next payment date.
4. The applicant(s) must give Clearbrook Waterworks District at least **10** business days written notice of any change in financial institution or account information before the next payment due date.
5. Clearbrook Waterworks may cancel the applicant(s)'s use of the Pre-Authorized Debit Plan if the applicant(s)'s financial institution refuses to honour two consecutive payments.
6. The applicant(s) will notify Clearbrook Waterworks District to discontinue the Pre-Authorized Debit Plan on the sale or transfer of their property.
7. Clearbrook Waterworks District will collect a \$40.00 service charge on any Non-sufficient fund payment.

For joint accounts, all depositors must sign this form when more than one signature is required on a cheque issued against the account.

Attach "VOID" Cheque