

# Preauthorized Payment Plan

## How does the Pre-Authorized Payment Withdrawal work?

Once you are enrolled in the plan you will continue to receive a bill each month. Your bill will show the amount and the date your payment will be deducted from your bank account.

A message will appear on your bill each month to keep you informed of your transactions. If you have any questions regarding your bill you can contact us at 780.538.0340. If you decide to cancel this program, please notify us in writing or by phone and we will cancel your enrolment.

## When is the payment withdrawn from my account?

Watch for the message "BANK WITHDRAWAL" on your bill to indicate you are on the plan. The date of withdrawal will be shown on your bill as the "Current Charge Due Date". Sufficient funds or bank approved overdraft protection should be available on the bank account when payment is withdrawn to avoid NSF charges.

## What if your bank account changes?

Advise us in writing and include your new account number on a personalized cheque marked "VOID". We will change your Aquatera Utility Account banking information accordingly.

## How do I join the Pre-Authorized Payment Plan?

You can join the pre-authorized payment plan at anytime through the year. The amount due on your Aquatera Utility Bill will be withdrawn from your bank account on the "Current Charge Due Date".

You can obtain an application form from Aquatera's Customer Service Department 11101 – 104 Avenue, or call 780.538.0340 and one can be mailed to you.

Please fill in the applicable areas on the application form then:

- Sign it
- Attach a blank personalized cheque marked "VOID"
- Ensure your current Aquatera Utility Bill is paid in full at enrollment time
- Mail or bring the application to Aquatera Utilities Customer Service Department 11101 – 104 Avenue.

For more information email [myaccount@aquatera.ca](mailto:myaccount@aquatera.ca) or call 780.538.0340