

Water Utility Bill Preauthorized Debit Application Form



How to enrol

1. Pay all amounts owing on your current Water Utility Bill.
2. Complete and sign the form.
3. Attach a **void** cheque (**not** a line of credit or credit card cheque).
4. Send the form and void cheque to the Revenue Branch or apply online.

This application is made on behalf of:

Person(s) _____ business _____
Customer Number _____
Account Number _____
Service Address _____
First and last name (1) _____
First and last name (2) _____
Mailing address (if different than property address) _____

City _____ Postal Code _____
Phone number (cell/home) _____
Phone number (business) _____
Email _____
Language Preference: English _____ French _____

Pre-authorized debit (PAD) plan terms of service

I (we) authorize the City of Ottawa to process a debit equivalent to the Actual Amount Due as billed on the due date.

Signature _____ Date _____

Signature _____ Date _____

This payment plan is specific to this customer and account number combination and cannot be transferred. To withdraw from the plan or to change banking information, you must provide the City of Ottawa with 30 days' written notice or submit the request online with 9 days' notice via myservice.ottawa.ca. You can access your bills and verify the scheduled withdrawal(s) at any time on myservice.ottawa.ca.

There is a service fee for all payments not honoured by a banking institution. If you have more than three dishonoured payments in any one year, you will be removed from the pre-authorized debit plan.

If you apply for and are eligible for a refund, the City of Ottawa may refund the credit directly to the bank account we are using for your pre-authorized debits.

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.payments.ca. To obtain recourse directly from the City of Ottawa, provide documentation to support your claim to us at the address on this form within 90 days of the disputed payment.

Collection of Information

Personal information is collected under the authority of section 346 of the Municipal Act, 2001, S.O. 2001, c.25 and will be used for the purpose of administering the pre-authorized debit plan for water utility bills. Questions about this collection of information may be directed to the Program Manager, Customer Accounts at:

4E-100 Constellation Drive,
Ottawa ON K2G 6J8, or at 613-580-2444.

Phone: 613-580-2444 **TTY:** 613-580-2401
(Transactions will be recorded for training and verification purposes)

Fax: 613-580-2457

Email: revenue.payment@ottawa.ca

Mail: City of Ottawa, PO Box 4647, Station A,
Toronto, ON M5W 0E7

Website: ottawa.ca/waterpaymentoptions