



# UTILITY ACCOUNT APPLICATION

The Town of Fort Macleod provides residents with water, sewer and solid waste services with monthly invoicing and flexible ways to make your utility payments. Utility Clerk contact information: [utclerk@fortmacleod.com](mailto:utclerk@fortmacleod.com) or 403-553-4425.

New Application     Tenant Application     Trustee/Executor (hard copy required)    Date: \_\_\_\_\_

### Account Type:

Residential     Commercial     Industrial     Institutional     Municipal

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Street Address \_\_\_\_\_

Email (print clearly): \_\_\_\_\_

Account Number: \_\_\_\_\_ Possession/Change Date: \_\_\_\_\_

Signature \_\_\_\_\_

*Note: The Town requires a Change of Ownership notification as proof of possession date to ensure accurate billing cutoff.*

**Would you like to sign up for e-billing?**     Yes     No

**By signing below, I signify that I, the account holder, have read and agree to the terms as follows:**

- The utility invoice will be provided to the subscriber as a PDF attachment via the email address supplied.
- It is the account holder's responsibility to provide the correct email address to the Town and to inform the Town, in writing, of any changes to that email address.
- Non-receipt is not justification for late payment (and penalties will NOT be waived as a result).**
- When you agree to the terms and conditions of this service you will no longer receive a paper copy.

Print Name: \_\_\_\_\_ Signature \_\_\_\_\_

**Would you like to sign up for monthly utility preauthorized withdrawals?**     Yes     No

The Town of Fort Macleod offers you a simple, easy method of payment through our Utility Payment Plan (UPP).

### How will you know what withdrawals are being made from your bank account?

Under the UPP, you will continue to receive a monthly bill showing the amount that will be withdrawn on the 25<sup>th</sup> day of the month or the following business day if the 25<sup>th</sup> falls on a weekend or holiday. Use the time between receiving the bill and its withdrawal date to ensure the bill's accuracy. There is a \$50.00 NSF charge on NSF UPP withdrawals.

### What if you move, change banks, or decide to cancel the plan?

If for any reason you need to change or cancel the UPP, send the request in writing to the Utility Clerk at the Town Office. Please give us your changes a minimum of five (5) working days prior to the next UPP withdrawal date.

**\*To complete application of UPP please provide either a void personalized cheque or bank printout showing your banking information.**

Print Name: \_\_\_\_\_ Signature \_\_\_\_\_



**Fort Macleod**

**Town of Fort Macleod  
PRE-AUTHORIZED MONTHLY UTILITY PAYMENT PLAN (UPP) APPLICATION**

RESIDENTIAL       COMMERCIAL

The Town of Fort Macleod offers you a **Pre-Authorized Debit Agreement (PAD)** through our **Utility Payment Plan (UPP)**. You can eliminate standing in line, writing cheques and postage by using this convenient plan that authorizes automatic monthly deductions of your utility bill from your bank account. This service is **not** available for foreign bank accounts. **This program is not compulsory.**

**How will you know what deductions are being made from your bank account:**

Under the **Utility Payment Plan (UPP)**, you will continue to receive a monthly bill showing the amount that will be deducted. The withdrawal from your bank will take place on the 25<sup>th</sup> day of each month, or the following business day if the 25<sup>th</sup> falls on a weekend or holiday. There is a \$50.00 NSF charge on NSF UPP withdrawals. If you have any questions about our billing, please contact the Town Office at 403-553-4425 or [utclerk@fortmacleod.com](mailto:utclerk@fortmacleod.com).

**What if you move, change banks, or decide to cancel the plan?**

You may cancel your Utility Payment Plan (UPP) at any time subject to providing notice to the Town within the next billing process cycle (30 days notice). To cancel you need to provide or make available a written statement/email specifying the billing period of your final UPP payment and this must be within 10 calendar days of the payment being made. As the payor you may obtain a sample cancellation form or further information on your right to cancel a Pre-Authorized Debit (PAD) Agreement at your financial institution or by visiting [www.payments.ca](http://www.payments.ca).

**Recourse rights:**

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 the PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit [www.payments.ca](http://www.payments.ca)

**Service Agreement:** I/we authorize the Town of Fort Macleod to begin automatic withdrawals for payment of my/our monthly utility bill from the bank account number identified on the void personalized cheque or bank printout. This authority is to remain in effect until there is notification of termination from the customer.

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Authorization: \_\_\_\_\_

Signatures (s): \_\_\_\_\_

Date: \_\_\_\_\_

**403.553.4425 • P.O. Box 1420 • 410 20th street**  
 [www.fortmacleod.com](http://www.fortmacleod.com)