

**Pre-Authorized Payment Plan Application Form (Water Bills)**

Customer Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

Owner(s) Name: \_\_\_\_\_

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

Email: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

**I/We hereby authorize the Township of Wilmot to debit my/our account for water bill payments. I/We understand that each payment will be handled the same as if I/we had written a cheque. This authority is to remain in effect until the Township of Wilmot has received written notice from me/us of a change or termination.**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Submission Instructions:**

Completed forms can be mailed, submitted in person or emailed to [water@wilmot.ca](mailto:water@wilmot.ca). **A void cheque or a form from your bank detailing your banking information must be submitted along with the application.**

**Application Deadlines**

Applications for enrollment must be received a minimum of thirty (30) days before your next bi-monthly water bill is issued. Otherwise, approved applications will be placed on the following bi-monthly water bill. For further questions please contact us at [water@wilmot.ca](mailto:water@wilmot.ca). Your bill will indicate if your account is enrolled in the plan.

Withdrawals are made on or about the due date as indicated on your water bill.

Please note all changes or cancellation requests must be received ten (10) business days before the next payment date. A Pre-Authorized Payment Plan Change Form must be completed and can be found on the Township website. Interest/penalty will be charged on any outstanding tax balance that is created by the cancellation. Accounts that are final billed and are enrolled in the pre-authorized payment plan will be automatically cancelled afterwards.

You have certain 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, you may contact your financial institution or visit [www.payments.ca](http://www.payments.ca)

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\*\*\*This information is available in accessible formats upon request\*\*\*

## **Additional Information Regarding the Pre-Authorized Payment Plan**

### **Eligibility**

Prior to being eligible for enrollment in the pre-authorized payment plan, accounts must be in good standing meaning that all outstanding balances must be paid.

### **Account Cancellation**

If you are selling/moving from a property and are on the plan, the Township will automatically cancel your pre-authorized payment plan after your final bill is paid.

If you wish you cancel your plan, you must cancel your participation by completing the Pre-Authorized Payment Plan Change Form. Notification must be made ten (10) business days prior to the next payment date. The accountholder must then submit a new application for the new property and meet the necessary conditions that now apply.

### **Withdrawals Refused by the Bank or Financial Institution**

Pre-authorized payment withdrawals that are refused by a bank or financial institution will be charged back to the ratepayer's account. The amount charged back will include the amount of the payment, an interest/penalty charge and returned payment fee. Once notified of the refused withdrawal, the participant will be given no more than 7 days to replace the payment and to pay the applicable costs. Failure to replace the payment will result in automatic removal from the plan. Under certain conditions, a refused withdrawal – account closed, drawer deceased, etc. - will require the Township to remove the participant from the plan immediately. After two (2) withdrawals have been refused, the participant can be automatically removed from the plan. These refusals do not have to be consecutive. The ratepayer may not rejoin the plan for at least one (1) year.

### **Frequently Asked Questions:**

#### ***What if I own more than one property in Wilmot?***

If you own more than one property in the Township, you must complete one application per property.

#### ***What if I move within the Township?***

If not completed, you must complete a Pre-Authorized Payment Plan Change Form to cancel your pre-authorized payment plan on the current property and complete a new application for the new property.

**For additional information please contact the Corporate Services Department at:  
519-634-8519 or at [water@wilmot.ca](mailto:water@wilmot.ca)**