

## **CITY OF PORTAGE LA PRAIRIE PRE-AUTHORIZED UTILITY PAYMENT PLAN**

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### **What is pre-authorized payment?**

Pre-authorized payment means paying your water bills automatically from your bank account.

### **Can I apply for pre-authorized payment?**

You can apply if:

- You have an active account at a bank (or Credit Union)
- You have not had cheques returned (NSF) for your water bill within the last year

### **How does it work?**

The amount you owe will be withdrawn from your bank account and applied to your water account on the "Due Date" noted on your bill. All you have to do is make sure that you have enough money in your bank account to cover the automatic withdrawal for each bill.

### **Will I still get my water bills?**

Yes. You will continue to get your water bill every three months as usual, it will state "Pre-Authorized Payment". It will tell you the amount of money to be withdrawn from your bank account. Please check your bill for any unusual increase in the amount of the bill, which could be the result of a costly plumbing leak.

### **Is there a cost?**

We are providing this service to customers at no additional charge. You may want to check with your bank to see if it charges a fee. If your bank returns your automatic payment unpaid, we will charge you a returned-cheque fee (NSF) as per the fees & charges by-law.

### **How and when can I apply?**

You can apply anytime by following these three easy steps. It will take about one month to set up your account for pre-authorized payment.

1. Fill out the attached application form.
2. Write "VOID" across one of your personal cheques and include it with your application form.
3. Return the application form to:  
City of Portage la Prairie  
97 Saskatchewan Avenue East  
Portage la Prairie, MB R1N 0L8

### **What happens if I move?**

If you move your final bill will not be paid by automatic withdrawal. It is your responsibility to supply the City with a forwarding address and to pay the account balance directly to City Hall.

### **What do I do if I change my bank or my account number?**

Please give us your new account information at least 30 days before your next payment is due, so that your pre-authorized payments can continue without interruption.

### **Can I stop pre-authorized payments at any time?**

You can stop pre-authorized payments by giving us 30 days written notice.

### **Will the amount of my bill be the same each quarter?**

The amount of your bill will vary, based on the amount of water you used during that quarter. (If we are unable to get an actual meter reading, we estimate the amount of water you use.)

### **Where can I get more information?**

Call the Water Clerk at 239-8370 or email us at [utilityclerk@city-plap.com](mailto:utilityclerk@city-plap.com)



Utility Account #: \_\_\_\_\_

## PRE-AUTHORIZED PAYMENT

I/We the applicant(s) authorized my/our financial institution to electronically debit my/our account for the quarterly utility billing.

APPLICANT NAME (S): \_\_\_\_\_

PROPERTY ADDRESS: \_\_\_\_\_

TELEPHONE #: HOME: \_\_\_\_\_

TELEPHONE #: WORK: \_\_\_\_\_

DATED: \_\_\_\_\_

**\*\*\*PLEASE ATTACH A SAMPLE CHEQUE MARKED "VOID". \*\*\***

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SIGNATURE (S) as required on cheques issued against account.

Return to: City of Portage la Prairie  
97 Sask. Ave. E.  
Portage la Prairie, MB  
R1N 0L8