



Utility Billing Revenue Branch  
1435 Water Street  
Kelowna, BC V1Y 1J4

utilitybilling@kelowna.ca  
250-469-8757 by phone  
250-862-3391 by fax  
kelowna.ca/utilities

## Utility Billing Pre-Authorized Withdrawal System (PAWS) Information Sheet

The Pre-Authorized Withdrawal System (PAWS) for Utility Billing has been set up to provide customers with a convenient method for paying their City of Kelowna Utility bills.

The application form on the back must be completed and signed. It must be accompanied by either a blank cheque marked VOID or a Pre-Authorized Debit form from your bank. A separate application form is required for each City of Kelowna Utility Billing account that you wish to set up on PAWS.

### Questions & Answers

#### **What amount will be deducted?**

The deduction amount will be dependent on your Utility Bill balance. The total amount will be deducted, unless your Utility Account shows a credit balance, or if you have enrolled in the Equalized Payment Plan. If you are enrolled in the Equalized Payment Plan, the amount deducted will be an estimate based on the average of your billing history over the past 12 months divided into 11 equal installments with a yearly true-up/reconciliation bill. You will need to enrol in pre-authorized withdrawals under the Equalized Payment Plan.

#### **Do I need to sign up for the Equalized Payment Plan to enrol into PAWS?**

No, you can enrol in PAWS without enrolling into the Equalized Payment Plan.

#### **How will my bank account be charged?**

Each month the City of Kelowna will advise your bank or financial institution of your payment requirement. The City of Kelowna does not charge for this service; however, your bank or financial institution may make a charge for your withdrawal(s), depending on the type of account you have.

#### **On what date will the pre-authorized withdrawal amount be deducted from my account?**

The payment amount will be deducted from your authorized account on the payment due date on your City of Kelowna Utility bill.

#### **What if I switch bank accounts to another branch or financial institution?**

Contact Utility Billing customer care at least 20 days in advance to update your information so that your payments can continue.

#### **If I sign up for PAWS, can I stop a payment?**

Yes, you must advise Utility Billing customer care at least 20 days in advance of the payment due date in order for us to remove your payment deduction information. Once your payment deduction information has been removed, it will be necessary to re-apply for PAWS. Please remember that if a payment deduction is not honoured, and you have not notified us in advance, a service charge will be applied to your Utility Billing account in addition to any financial institution charges that may apply. Please remember to make your payment using one of the other payment options listed on the back of your utility bill. Late payments could result in a penalty.

#### **What if I decide to discontinue PAWS?**

You can terminate by providing written notice to Utility Billing customer care at least 20 days in advance of the payment due date. Your financial institution cannot remove your authorization. Please remember to make your payment using one of the other payment options listed on the back of your utility bill. Late payments could result in a penalty.

#### **How do I contact Utility Billing customer care?**

You can email us at [utilitybilling@kelowna.ca](mailto:utilitybilling@kelowna.ca), give us a call at 250-469-8757 or fax us at 250-862-3391. Alternatively, you can visit us in person at City Hall or mail a letter to: Utility Billing Revenue Branch, 1435 Water Street, Kelowna, BC, V1Y 1J4.



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 Information Sheet

**UTILITY BILLING ACCOUNT HOLDER INFORMATION:**

		START DATE:		OWNER (Y / N):	
First Name: (or Corporate name if applicable:		Initial:		Family Name:	
Mailing Address:			City:	Province:	Postal Code:
Service Address: <i>(if different from mailing)</i>			City:	Province:	Postal Code:
Home Phone:			Work Phone:		
City of Kelowna Utility Billing Account Number:			Email:		

Enrol in the Equalized Payment Plan

**FINANCIAL INSTITUTION INFORMATION:**

FOR OFFICE USE:

NAME:
ADDRESS:

Bank #:
Branch #:
Account #:

- 1) In this Authorization, "I", "me", and "my" refer to each Account Holder(s) who sign below.
- 2) I agree to participate in this pre-authorized payment plan and I authorize the City of Kelowna billing services to draw a debit, in paper, electronic, or other form (a "Pre-Authorized Withdrawal"), on my account indicated above (Account Number), at the Financial Institution indicated above for the purpose of utility bill payments, in accordance with the terms and conditions herein.
- 3) I may revoke this Authorization by contacting Utility Billing customer care in writing, twenty (20) days in advance of my next payment due date. I agree that revocation of this Authorization does not terminate any contract that exists between myself and the City of Kelowna concerning my utility account.
- 4) I agree to promptly inform the City of Kelowna of any change in Financial Institution Account information.
- 5) I agree that ALL persons whose signatures are required to sign on the Financial Institution Account have signed the Authorization below.

**Please include a blank cheque, with the word "VOID" written across it.**

For joint accounts, if more than one signature is required on cheques, then more than one signature must be included on this application.

The current charge for dishonoured payments is \$25.00. Pre-authorized payments that are not honoured by your Financial Institution will result in the \$25.00 fee being added to your Utility Billing Account, in addition to any charges from your Financial Institution.

More than one (1) dishonoured pre-authorized payment may result in the removal of this account from the Plan.

Date
Signature of Signing Authority
Signature of Signing Authority

**FOR OFFICE USE:**

Confirmed: