

Utility Account Direct Debit & Budget Billing Application

New Application

Change Banking Information

Cancellation

** Please note your application may take up to **14 days** to process **

Applicant Information: (Required)

*Customer Name(s): _____
For a joint account, include all names. Note – if Applicant name is not specified on the utility account, contact Service Regina to be added as a co-applicant.

*Utility Account #: _____
12-digit number from top left corner of bill.

Service Address: _____

*Home Phone #: _____ Cellular Phone #: _____ Work Phone #: _____

*Effective Date: _____

Banking Information: You Must Provide ONE of the Following:

Void Cheque Attached **OR** Bank-issued pre-authorized payment form attached

Note: The name on the void cheque or bank form must match the utility account holder and/or account co-applicant name

Optional: Budget Billing Plan

Check here if you would also like to enroll in the Budget Billing Plan (see reverse for details).

I would like to include my arrears/total balance owing (service charges only) into my budget. (if unchecked, I authorize City of Regina to withdraw my arrears/total balance owing before setting up my budget).

Consent for Pre-Authorized Payment

By checking this box, I/We agree to and acknowledge that:

- I have read and agree to the Terms and Conditions and state that the information contained herein is correct.
- By enrolling in the Utility Billing Direct Debit Plan, I authorize the City of Regina to automatically withdraw monthly deductions from my financial institution to pay for my utility bill.

Signature (required)

Account holder signature(s) _____

Account holder name(s) (please print) _____

Date _____

OFFICE USE ONLY

CSR Initials _____

Email/Fax scanned document with signature to:

Email utilitybilling@regina.ca
 Fax: (306) 777-6814

or drop off at: City Hall
 2476 Victoria Avenue
 REGINA, SK
 S4P 3C8

Terms and Conditions

Direct Debit Plan – By enrolling in the Utility Billing Direct Debit Plan you authorize the City of Regina to automatically withdraw monthly deductions from your financial institution to pay for your utility bill. You will continue to receive your bill for your records. The full amount of the bill is automatically withdrawn within 15 days after the bill is issued (the date shown at the top of the bill).

To apply – Complete and return this form. A void cheque must be attached to the application. (Write VOID in ink in large letters across the face of the cheque.) The name on the void cheque must match the name listed on the utility account. If you do not have a chequing account, see your financial institution for a pre-authorized payment form.

Missed payments – If funds are not available when payment is to be withdrawn, your financial institution will try again within the next seven business days. If funds are still not available, the City of Regina will apply a Bank Service Charge to your utility account. You will receive written notification of the bank returned item and a request to pay the amount. If you miss a payment, the City of Regina has the option to remove you from the Direct Debit Plan and request full payment of your total outstanding utility bill plus any penalties.

If you change banking information – You must notify the City of Regina in writing and provide a void cheque or pre-authorized payment form showing the new account number. The banking information must match the name listed on the utility account. To ensure your withdrawal is taken from the new account, we must receive your new banking information two weeks before the next payment is due.

To terminate – To terminate from the Direct Debit or Budget Billing Plan, you must notify the City of Regina two weeks prior to the next payment.

If you move – Direct Debit information is not automatically transferred – if you wish to have Direct Debit on your new account, you must notify us. If you are on the Budget Billing Plan, your budget will be settled-up and any credit or debit at this time will be reflected on the amount owing of your final bill.

Optional Budget Billing Plan – An equalized payment is calculated based on the last 12 months of water, sewer, drainage and recycling fees. Any non-service related fees such as application fees or bank service charges will be billed in addition to your regular budget amount as indicated on your bill.

To enroll in the Budget Billing Plan, you must have at least one consecutive year of billing history at an address, you must be on the Direct Debit Plan and not be one who moves out of billing for an extended period during the year.

Optional – You may roll your arrears/balance owing for all service charges into your budget in order to be shielded from delinquency activity. This amount will be represented in the variance on your monthly bill. You will receive written confirmation of the monthly payment amount when your budget amount has been calculated. Any non-service related charges, such as penalties or service fees will not be included in the budget and will be owing on your first bill.

Your monthly bill will indicate the difference between the budgeted charges and the actual service amounts charged. This variance is normal, as your actual water usage will fluctuate from month to month. For many customers, the variance is usually higher in the summer months when water usage is high, and lower in the winter months as illustrated below.



Budget Billing Settle Up – Your budget will be recalculated annually according to your budget start date. At that time, your utility bill will reflect an adjustment which is calculated by comparing your actual consumption to the payments you have made in that year. Any credit or debit at that time will be reflected on your settle-up bill and you will be debited the full amount on the date indicated. Your new budget amount will automatically be calculated and will be displayed on the bill.

Note: Your budget amount is a system-calculated amount and cannot be changed. If you notice an unexpected variance on your monthly bill and you do not expect it to decrease over time, you may cancel your Budget Billing plan. Upon cancelling, you are responsible to pay the settle-up amount on the next bill. You may not reapply for one year after terminating the plan.

For more information or questions about your Utility account, call Service Regina at 306-777-7000.

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 Pre-Authorized Debit Agreement. To obtain more information on your recourse rights, visit www.cdnpay.ca