



Utilities Customer Billing Services
2001 Sherwood Drive, Sherwood Park, AB T8A 3W7

Phone 780-464-8273 Fax 780-416-6725
Email customerbilling@strathcona.ca

Name _____ Account number _____

Type of Service ► Personal Business

Property address _____

Mailing address _____
(if different from above)

Name of financial institution		Branch address	
City	Province	Postal code	Branch phone number

- I/we hereby authorize Strathcona County and its Financial Institution to debit my account listed above
 - for **monthly utility** charges (i.e. water, sewer, refuse) payable to Strathcona County
 - in the **amount of the monthly utility invoice or budget amount** due as per the **due date noted** on the invoice
 - and which amount may increase/decrease in the month of September (budget bill customers only) to reflect actual annual utility consumption charges processed by Strathcona County for the above account address
- A specimen cheque marked “VOID” or verification letter from my/our financial institution is attached to this authorization.** If a savings account, the Branch / Institution / Account numbers have been verified with my/our financial institution.
- This authorization may be cancelled at any time by providing written notice **15 days prior to the next due date** and all outstanding utility charges become due and payable and subject to penalties. I/we may obtain a sample cancellation form or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca
- Any payment returned may result in termination from the plan, and all outstanding utilities become due and payable and subject to penalties. A service charge will be levied on all returned payments.
- In the event of a sale of the above noted property or a change in bank accounts,** I/we will notify Strathcona County, in writing at least **15 days prior to the next due date** to arrange for cancellation, or to provide the new bank account information, including a cheque marked “VOID”.
- All persons whose signatures are required to sign on this bank account have signed their agreement below.
- I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit <https://payments.ca/payment-resources/support-guides/consumer-guides/pre-authorized-debit> .

Signature	Signature	
Date	Phone - residence	Phone - alternate

Please note

- Utility accounts must be paid in full for eligibility in the plan.
- Not all savings accounts can be debited, check with your financial institution.

Collection and Use of Personal Information

Personal information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act and will be used to activate and process pre-authorized monthly charges. If you have questions regarding the collection, use or disclosure of this information, contact the Customer Billing Supervisor, Utilities, Strathcona County at 780-464-8273.

Automatic Direct Debit Utility Payments A *convenient way to pay your utilities.*

What is ADDUP?

ADDUP is a plan that enables you to pay your bill from Strathcona County for water, sewer and waste collection through an electronic transfer from your bank account. Each month your account will be debited.** You will be charged the actual utility charges for that month, or you may choose budget billing so that you pay an equal amount every month.

If you are on the budget billing plan, once a year in September, the amount will be adjusted up or down to reflect your actual annual consumption.

** Strathcona County's rural utility customers who are currently billed quarterly can also sign up for the ADDUP advantage. The auto debit for these accounts will be processed once every three months.

What is the advantage of ADDUP?

Convenience – Your monthly utility payment will be processed automatically. You won't have to write a cheque, mail your payment or come to County Hall to pay your utility bill.

No worry about late payments – You'll avoid late payment penalties since your payment will automatically be processed when it is due.

The benefit of budget billing – If you choose the budget billing option, your utility payments will be equalized over the year, so you'll pay the same amount each month. Many people find this makes it easier for them to budget.

Who can join ADDUP?

You can join ADDUP if:

- your utility account with Strathcona County is paid in full;
- you have chequing privileges at a bank or other financial institution;
 - we receive your completed Agreement at least two weeks before your next due date.

How do I apply for ADDUP?

1. Complete and sign the Agreement form. You can print a copy of the form off our website or call our office at 464-8273 & have one mailed to you.
2. Return the Agreement along with a sample cheque marked VOID or verification letter to:

Mail: Strathcona County
Customer Billing Services
2001 Sherwood Drive
Sherwood Park AB T8A 3W7

Fax: 780-416-6725
Email: customerbilling@strathcona.ca

What happens if I move or sell my property during the year?

If your circumstances change during the year, please give us at least two weeks notice before the next payment if you:

- change your chequing account,
- move or sell your property,
- wish to withdraw from the plan.

If you withdraw or your plan is cancelled, all unpaid amounts become due and payable, and are subject to penalties. If any payments are missed, Strathcona County may cancel the agreement and request payment of the total amount outstanding.

Questions?

Our staff will be pleased to explain the ADDUP program further or answer any questions you may have. Please call 780-464-8273. Our office hours are 8:30 a.m. – 4:30 p.m., Monday to Friday.