

## Frequently Asked Questions: Utilities

### General billing

I do not understand how to read my bill, could you explain it to me?

Click on the link to understand your [monthly bill](#).

Click on the link to understand your [quarterly bill](#).

What does levy mean?

Levy means the current bill (it includes your water consumption, sewer and basic charges for the current month).

How much do I need to pay?

Click on the link to understand your [monthly bill](#).

Click on the link to understand your [quarterly bill](#).

Your "Amount Due \$", that you see at the bottom of the page, is the amount that you have to pay. It includes your current bill, overdue balance and penalties.

When is my bill due?

Payment of the bill is due upon receipt; we normally allow payments without penalty charges until the end of the month. You can find the date at the bottom of your bill on the left hand side.

If I don't pay my bill by the end of the month, would I get late payment charges?

Yes. All outstanding invoices by month end get charged a penalty of 1.5%.

How can I pay my bill?

The following options are available to pay your bill:

- Pay your bill through your bank account.
- Pay by mail – Make cheques payable to City of North Battleford. Ensure your cheque is not post-dated and we receive it on time to avoid penalties or disconnection. Send it to: City of North Battleford, P.O. Box 460, North Battleford, Saskatchewan, S9A 2Y6
- Pay at City Hall cashier during normal business hours, Monday to Friday.
- Pay at the City Hall after hours by dropping your cheque off in an envelope at the box located by the employee entrance (by the flags). Note that these payments will be processed on the next business day. Please ensure your cheque is not post-dated if the account is overdue and ensure you provide your utility account number.
- Pay the same amount every month. Sign up for Water Instalment payment plan service (WIPPS) by phone or at the City Hall office.

To accurately process your payment; please ensure you record your account number on your cheque. The account number is found on your bill.

### What are the benefits of using WIPPS?

If you find quarterly payments difficult to make in a single large payment. Monthly instalments break this into 12 convenient, smaller payments with no additional charges. If you are on the monthly billing cycle (tenants only) you may find easier to make 12 equal payments all year around.

### How does WIPPS work?

Payments are made monthly. The monthly payment amount is calculated by dividing the year consumption by the number of months in a year. Instalments will be based on an estimate consumption and adjusted every year if the actual consumption is not getting paid out. The withdrawals will take place on the 20<sup>th</sup> of each month, if the 20<sup>th</sup> falls on a weekend, it will be on the following business day. You must give written authorization together with bank account information before withdrawals will begin.

### Is there any penalty or disconnections with a WIPPS account?

No penalty charges or disconnection will happen if your account is in good standing. If you withdraw from WIPPS or are terminated for NSF reasons, all balances become due and payable and are subject to prevailing interest penalties.

### How can I cancel my WIPPS account?

You may withdraw from the program by giving written notice at least 2 weeks before the next payment is due.

### How do I apply for WIPPS?

Complete and return the authorization portion of this form along with a voided cheque from your financial institution.

## **Disconnections**

### If I do not pay my bill by month end; will I get disconnected?

No, you will not get disconnected. You will have 20 more days to pay your outstanding balance (disconnections usually happen on the 20<sup>th</sup> of each month).

### Will I get a disconnection notice?

The City of North Battleford is no longer sending reminder notices. Please pay by due date.

### Are there any costs to get re-connected?

Yes, you will need to pay an additional \$100 for re-connecting charges in addition to arrears.

### How can I disconnect my current utility account?

You can give us a call or come to the City Hall to see our Utility Clerk.

## **Connections**

### How can I get a new utility connection?

You will need to come to the City Hall and bring your drivers licence.

### Do I need to make a deposit on my account?

Only tenants are required to leave a \$175 deposit. This deposit will be applied to your bill when you move to a different property.