



Utility Pre-Authorized Withdrawals (UPAWS) Application Form

How it Works:

Signing up for UPAWS authorizes the City of Vancouver to automatically withdraw from your bank account the balance owing on your utility bill on the due date.
See the reverse side for more details and UPAWS Terms and Conditions.

Benefits:

- Save time and money - no more cheques, stamps, or last-minute rushes to pay
- No discounts lost

How to apply:

- Applications must be received **30 DAYS PRIOR** to the next billing date
- All outstanding balances must be paid in full prior to admission into the plan
- Complete and sign the agreement below, attach a blank cheque marked "VOID" and return by Mail: City of Vancouver, Revenue Services, PO Box 7747 Vancouver BC V6B 8R1 or Email: utilities@vancouver.ca
- A separate agreement form is required for each utility account, but *only* one void, blank cheque per bank account being debited is required.

Utility Pre-Authorized Withdrawals Agreement Form

PLEASE PRINT

Civic Address: Apt. Street No. Street Name Postal Code				Utility Account Number
Name(s): Last Name, First Name or Company Name				OWNER? Yes <input type="checkbox"/> No <input type="checkbox"/>
Day Phone:	Other Phone:	Fax:		
Email Address:				
Mailing Address (if different than Civic) Apt. Street No. Street Name				
City/Town	Province/State	Country	Postal Code	

WITH 30 DAYS NOTICE,

I/we, request and authorize the City of Vancouver, effective the _____ day of _____, 20 _____, to automatically debit/withdraw from my/our financial institution account, as indicated on the attached cheque, the balance owing on each respective utility bill due date for the noted utility account under the terms and conditions set out on the reverse of this application, and agree to such terms and conditions.

Date (MM/DD/YYYY) Authorized Signature _____
Date (MM/DD/YYYY) Authorized Signature

For joint accounts, all depositors must sign this form when more than one signature is required on a cheque issued against the account.

Please enclose a void, blank cheque.

For Office Use Only:	Reference #: <input style="width: 100%;" type="text"/>	Confirmation: <input style="width: 100%;" type="checkbox"/>	Class #: <input style="width: 100%;" type="text"/>
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Frequently Asked Questions

What are the eligibility requirements? The bank account used must be a chequing account with a financial institution in Canada.

Will I still receive my bill? You will still receive your Utility bills as usual. The comments section of the Utility bill will state the account is on UPAWS.

What amount will be the withdrawal Amount? The withdrawal amount is dependent on your Utility bill. We will withdraw the outstanding balance as indicated on your Utility bill.

On what date will the payment be withdrawn from my bank account? The payment will be withdrawn from your bank account on the Utility bill due date.

What if I don't have enough money in my bank account on the withdrawal date?

- Payments not honoured by your financial institution are subject to a service charge set by the City of Vancouver.
- The City of Vancouver may cancel your UPAWS agreement if two consecutive UPAWS payments are not honoured by your financial institution.

Are there any administration fees associated with this payment option? With the exception of a service charge per dishonoured payment, the City does not charge for the use of this service.

When and how should I notify the City of changes to my account? Written notification to Revenue Services is required 30 days prior to a payment date for the following changes:

- Financial institution information (bank, branch, account) on file
- Cancellation of your UPAWS Agreement
- Sale of property

Change forms are available on our website at vancouver.ca/upaws.

Are my rates still discounted if I use this payment option? Yes. As long as the utility account type is eligible for discount (not all account types are discounted) your pre-authorized withdrawal will be for the discounted amount.

What happens if I don't agree with the billed amount? If you have questions regarding your billed amount, please contact us at 3-1-1.

Utility Pre-Authorized Withdrawals Agreement Terms and Conditions

1. All arrears must be paid in full prior to admission into the plan.
2. New applicants must submit an agreement form 30 days prior to next billing date.
3. UPAWS automatically continues until the City is advised to cancel or alter information.
4. The applicant(s) may cancel UPAWS by giving the City 30 days prior written notice. Upon termination, payment of bills will be made in the normal fashion.
5. The applicant(s) will notify the City to discontinue UPAWS on a sale or transfer of the property.
6. UPAWS payments are not refundable. If a property is sold, any credit should be accounted for in the Vendor's Statement of Adjustments.
7. The City may cancel the applicant(s)'s use of UPAWS if the applicant(s)'s financial institution refuses to honour two consecutive payments.
8. The City may impose and collect a service charge on any dishonoured payments.
9. The applicant(s) must give the City written notice of any change in financial institution or account information at least 30 days before the next payment due date.
10. The applicant(s)'s delivery of this agreement to the City will constitute delivery to the applicant(s)'s financial institution.