

## Customer Information

Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_

Province \_\_\_\_\_

Postal Code \_\_\_\_\_

Residence Telephone No. \_\_\_\_\_

Alternate Telephone No. \_\_\_\_\_

Utilities Kingston Account No. \_\_\_\_\_

Name of Financial Institution \_\_\_\_\_

\_\_\_\_\_

Branch Phone No. \_\_\_\_\_

Transit No. \_\_\_\_\_

Bank ID No. \_\_\_\_\_

Account No. \_\_\_\_\_

Signature No. 1 \_\_\_\_\_

Date \_\_\_\_\_

Signature No. 2 \_\_\_\_\_

Date \_\_\_\_\_

**(If more than one signature is required for the account, all must complete and sign this form)**

### Important

A cheque marked "VOID" must be returned along with the completed agreement to Utilities Kingston

Customer Service Centre, P.O. Box 790, Kingston Ontario, K7L 4X7

Once registered, you will automatically be enrolled in subsequent years unless you notify Utilities Kingston providing 14 days written notice to cancel or change the plan.

## Organizational Statement

### MISSION STATEMENT

We are a Community Based Corporation  
Dedicated to the Responsible Management  
of Safe, Reliable, Integrated Services

### VISION

To be recognized as a company committed  
to innovation, prosperity and service  
excellence, valued by our customers and  
reinvesting in our community's future.

### Values

We are a team that is recognized for being;

Honest

Motivated

Respectful

and

Reliable

### Utilities Kingston

P.O. Box 790 Kingston Ontario

K7L 4X7

613 546-0000

## Pre-Authorized Payment Plan

**The easiest and most convenient  
way to pay your utility bill**



### Customer Service Centre

**613 546-0000**

### Office Hours

**Monday through Friday**

**8:00 a.m. to 5:00 p.m.**

## What is the Pre-Authorized Payment Plan?

Utilities Kingston's pre-authorized payment is one of the easiest, most convenient ways to pay your utility bill. Utilities Kingston helps make your life a little easier by automatically deducting your payment from the bank account of your choice. Payments are withdrawn 21 days after the mailing date of your bill. Our pre-authorized payment plan saves you time, cheque-writing and postage—and avoids any possibility of missed payments and late payment penalties when you're busy or out of town.

You will still receive detailed billing for your review and personal records and the monthly payment will be listed on your monthly bank statement. The pre-authorized payment plan is available to all customers, both regular and equal payment.

### Save Time and Money

- No cheques to write
- No waiting in line
- No postage costs
- No late payment penalties

### How do I Join?

Any chequing account in Canadian funds at a Canadian bank, trust company, credit union (or other financial institution) can be used for the plan.

- Complete and sign the application form
- Attach an unsigned cheque marked 'VOID'
- Mail the application form and void cheque to the Utilities Kingston, attention Customer Service Centre, P.O. Box 790, Kingston Ontario K7L 4X7

***If you sell your property or change banks, please call the Customer Service Centre at 613 546-0000***

## Pre-Authorized Payment Plan Application Form

I / we, the undersigned agree to the terms & conditions on the reverse and hereby authorize Utilities Kingston to debit my/our account for the payment of my/our utility bill. Payment will be debited 21 days after the normal mailing date. This authorization will apply to regular and final bills. Please notify Utilities Kingston immediately of any changes to your bank account.

### Manage Your Utilities Kingston Bills Online

Looking for a better way to manage your bills? Sign up for Canada Post's free online mail delivery service—epost™.

With epost you can receive, pay, manage and store your Utilities Kingston bills securely online, reducing paper while you're at it. Use epost to manage all the bills you receive from other service providers such as Bell, Rogers, HBC and Union Gas. It's like having your documents delivered right to your computer.

To sign up or find out more information, visit [www.epost.ca](http://www.epost.ca) or look for epost within online banking at major financial institutions.



### Questions?

Please contact our Customer Service Centre at 613 546-0000. Our office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Or contact us by email at [info@utilitieskingston.com](mailto:info@utilitieskingston.com) or visit our website at [www.utilitieskingston.com](http://www.utilitieskingston.com)

## CONDITIONS OF AGREEMENT

1. I / we authorize the payee to debit my (our) account as indicated on the attached "VOID" cheque under the terms and conditions agreed to by me (us) with the payee until such time as written notice to the contrary is given.
2. I / we acknowledge that delivery of my (our) authorization to the payee constitutes delivery by me (us) to the branch of the financial institution at which I (we) maintain an account and that such financial institution is not required to verify that the payment (s) are drawn in accordance with this authorization. Termination of this authorization does/may not terminate the contract for goods or services exchanged.
3. I / we will notify the Payee in writing of any changes in the account information or termination of this authorization 14 days prior to the next due date of the pre-authorized debit.
4. I / we warrant that all persons whose signature(s) are required to sign on this account have signed this agreement
5. The Pre-authorized amount will be debited 21 days after the mailing date.
6. Regular access to meters is critical to ensure accurate billing. This program cannot be granted/continued on accounts where access is irregular.
7. This agreement may be terminated by written notification by either party.
8. This Pre-authorization agreement is intended for regular, final or equal payment billing. Closing your Utilities Kingston account will terminate this agreement.
9. The customer will ensure sufficient funds in this account to cover pre-authorized payments as they come due. A \$20.00 Non-Sufficient Funds charge will be applied to the customer's account. More than one (1) incident of insufficient funds may result in discontinuation of this service.