



### What is Pre-Authorized Payment (PAP)?

Pre-Authorized Payment (Electronic Funds Transfer) is a means of directly withdrawing funds from your bank account for the exact amount of your utility bill.

### Who can use Pre-Authorized Payment?

All utility customers can take advantage of Pre-Authorized Payment.

### Why use Pre-Authorized Payment?

This is a convenient and reliable method of ensuring that your bill is always paid on time. If you are on vacation or out of town, your payment will be made on time, avoiding late penalties.

### What day will my payments be withdrawn from my bank account?

Your payment date will be the due date stated on your utility bill.

### When can I apply for Pre-Authorized Payment?

You can apply for Pre-Authorized Payment at any time. The program runs every second month and continues until you ask us to remove you. Plan removal requests and/or changes to banking information must be received in writing no later than 14 days prior to the payment due date.

### Withdrawal or Cancellation

Any payments that are dishonored by your bank are subject to a service charge in accordance with the Master Rates Bylaw and participation in the plan will be cancelled.

## APPLICATION & AGREEMENT FOR PRE-AUTHORIZED PAYMENT

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Name on Utility Account

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Service Address

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Account Number

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Primary Phone Number

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Secondary Phone Number

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Email address

I hereby authorize Cypress County and its Financial Institution to debit the account on the attached "VOID" cheque for the balance of the utility account.

If a payment is returned for any reason, I will be removed from the Pre-Authorized Payment Program. A deposit may be required.

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Signature

# SEVEN METHODS OF PAYMENT

## 1. Pre-Authorized Payment

A means of directly withdrawing your utility account balance from your bank account. Sign up for Pre-Authorized Payment at the County office or by completing the form, scan and email to [utilities@cypress.ab.ca](mailto:utilities@cypress.ab.ca). Please ensure a void cheque for the account that you would like your balance withdrawn from is provided.

## 2. Budget Billing (Equalized Payment Plan)

A plan designed to break your utility payments into 12 equalized monthly payments. Sign up for Budget Billing at the County office or by completing the form, scan and email to [utilities@cypress.ab.ca](mailto:utilities@cypress.ab.ca). Please ensure a void cheque for the account that you would like your balance withdrawn from is provided.

## 3. Internet Banking or telebanking

Please ensure that your utility account number is registered for telephone/internet banking.

## 4. In Person

Payment may be made at the County office, between 8:30 a.m. and 4:30 p.m., Monday to Friday. Cash, cheque and interac accepted.

## 5. Mail to

Cypress County 816 2<sup>nd</sup> Ave Dunmore AB T1B 0K3

## 6. After Hours Drop Box

Payments made by cheque can be deposited in the drop box at the entrance of the County office. Please do not leave cash in the drop box.

## 7. Financial Institutions

Payments may be made at Treasury Branches, Chartered Banks, Trust Companies, or Credit Unions. Please ensure that you have your remittance portion. *(Please allow sufficient time for payments to reach the County office prior to the penalty date.)*

***\*\*Please make cheques payable to Cypress County and ensure the remittance portion of your invoice accompanies your payment.***