



City of Maple Ridge Utility Pre-Authorized Withdrawals (UPAWS)

An electronic payment method for City of Maple Ridge Utility bills

How it Works:

Signing up for UPAWS authorizes the City of Maple Ridge 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.**

How to apply:

- Complete and sign the agreement below, attach a blank cheque marked "VOID" and send both to:

City of Maple Ridge
 11995 Haney Place
 Maple Ridge, BC V2X 6A9
 Or fax to: 604-467-7331
- A separate agreement form is required for each utility account, but *only* one void, blank cheque per bank account being debited is required.

Benefits:

- Save time and money – no more cheques, stamps, or last-minute rushes to pay
- No late payment penalties



Utility Pre-Authorized Withdrawals Agreement Form

| | | | | |
|--|------------|------------------------|-------------|--|
| Civic Address: Apt. | Street No. | Street Name | Postal Code | Utility Account Number |
| Name(s): Last Name, First Name or Company Name | | | | Owner <input type="checkbox"/> Tenant <input type="checkbox"/> |
| Day Phone: | | Other Phone: | | Fax Number: |
| Email Address (please note that this address may be used by the Revenue Collections Department to contact you in regards to your utility and/or tax account) | | | | |
| Mailing Address (if different than Civic) Apt. | | Street No. Street Name | | |
| Town/City | | Province/State | Country | Postal Code |

I/we, request and authorize the City of Maple Ridge 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 (YYYY/MM/DD) Authorized Signature Date (YYYY/MM/DD) 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.



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 Maple Ridge.
- The City of Maple Ridge may cancel your UPAWS agreement if three 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 the City of Maple Ridge, Attention of Revenue & Collections, is required 10 days prior to a payment date for the following changes (Change forms are available on our Website at www.mapleridge.ca)

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

What happens if I don't agree with the billed amount? If you have questions regarding your billed amount you should contact the City at 604.467.7316.



Utility Pre-Authorized Withdrawals Agreement Terms and Conditions

1. New applicants must submit an agreement form 10 days prior to next billing date.
2. UPAWS automatically continues until the City is advised to cancel or alter information.
3. The applicant(s) may cancel UPAWS by giving the City 10 day's prior written notice. Upon termination, payment of bills will be made in the normal fashion.
4. The applicant(s) will notify the City to discontinue UPAWS on a sale or transfer of the property.
5. UPAWS payments are not refundable. If a property is sold, any credit should be accounted for in the Vendor's Statement of Adjustments.
6. The City may cancel the applicant(s)'s use of UPAWS if the applicant(s)'s financial institution refuses to honor three consecutive payments.
7. The City may impose and collect a service charge on any dishonoured payments.
8. The applicant(s) must give the City written notice of any change in financial institution or account information at least 10 days before the next payment due date.
9. The applicant(s)'s delivery of this agreement to the City will constitute delivery to the applicant(s)'s financial institution.
10. The applicant has certain recourse rights if any debit does not comply with this agreement. For example they have the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca.