



## **Pre-Authorized Water Payment Plan Frequently Asked Questions**

### **How much will my quarterly payment be?**

You will be notified of the amount of your quarterly water bill amount and due date on your regular quarterly billing.

### **Will my quarterly payment change?**

Yes. Your quarterly billing is based on your water and sewer consumption.

### **What if there's not enough money in my account on the due date?**

Many financial institutions offer an overdraft protection service. Please contact your financial institution for more information.

### **What if I miss a payment?**

If more than one payment is dishonoured by your bank for any reason, your enrolment in the Plan may be cancelled and your water account will revert to the regular payment method. Your water account will be subject to the standard penalty charges. A service fee will be applied to your account in response to the returned payment.

### **Is the Plan confidential and safe?**

Yes. The Town's bank handles all of the payment transactions. Access to your account is limited solely to the withdrawal of monthly water payment funds as authorized. Account information regarding balances and other transactions is not available to the Town.

### **What if I sell my property?**

Simply notify the Town's Corporate & Financial Services Department in writing, as soon as possible, stating the closing date of the sale. We will ensure that deductions stop at the appropriate time. We do require at least 14 days' notice.

### **Can I withdraw from the Plan?**

Yes. To withdraw, at any time you may send a written request to the Town of Aurora's Corporate & Financial Services Department stating your decision to cancel, and your water account will revert to the regular instalment billing system. Your written request must be received at least fourteen (14) days prior to the next scheduled payment. Notice of less than fourteen (14) days may not be accommodated.