



## POLICY – FN 24

## UTILITY INSTALLMENT PLAN

<b>APPROVAL DATE:</b>	2024-11-25	<b>CROSS-REFERENCE:</b>	
<b>RESPONSIBILITY:</b>	Administration		
<b>APPROVER:</b>	Council	<b>APPENDICES:</b>	
<b>REVISION DATE (s):</b>		<b>REVIEW DATE:</b>	2028

### POLICY STATEMENT

To establish the way in which monthly payments are received by the Village of Marwayne to allow residents the ability to make payment installments towards their utility account without interest being applied.

### BACKGROUND

The Village of Marwayne has been providing residents the option to pay their taxes monthly since 2008 in an effort to ease the burden of one lump sum payment each spring. The plan is free of charge provided that residents complete the required paperwork by the annual deadline. Given we have received repeated requests for a utility installment plan, administration activated the required modules in our accounting software to provide this additional convenient way to pay for our residents.

### OBJECTIVE

To outline the administrative process for the pre-authorized utility installment payment plan.



## DEFINITIONS

**CAO** is the Chief Administrative Officer for the Village of Marwayne in the Province of Alberta.

**Employee** is a full-time permanent Employee of the Village of Marwayne in the Province of Alberta.

**Employer** is the Village of Marwayne in the Province of Alberta.

**Village** is the Village of Marwayne in the Province of Alberta.

## GUIDING PRINCIPLES

This policy establishes the way in which the Village accepts payment under the utility installment plan.

- The Village of Marwayne accepts pre-authorized payments by either post dated cheques or direct debit from the owner's bank account.
  - Post dated cheques must be received up front by the Village of Marwayne prior to the first payment date of the plan. Cheques must be dated between the 1<sup>st</sup> and 15<sup>th</sup> of each month. The consent form, attached hereto as Schedule "B", must be completed prior to enrollment.
  - For direct debit, attached hereto as Schedule "A", must be completed prior to enrollment in the plan. Debits are made on the 15<sup>th</sup> of each month.
- To be eligible for the plan, the owner's utility account must be paid in full and in good standing.
- The pre-authorized payment plan runs from January to December as follows:
  - Flat monthly payment, determined by administration, using the account holders prior 12 month utility bill average; or
  - The total amount owing on the account holders utility account for each respective month.
- Accounts will be reconciled in December annually for any over or under payments.
- Authorization and enrollment in the plan can be cancelled at any time upon written notice being provided to the Village of Marwayne. All outstanding utilities at the time of cancellation shall immediately become



due and payable and will be subject to the applicable penalties.

- In the event that the property is sold or there is a change to the payment type, owners must notify the Village of Marwayne at least ten (10) days prior to the next payment date.
- The Village of Marwayne shall provide written notice of the amount to be debited at least ten (10) calendar days before the due date of the first pre-authorized payment. Any changes to the amount or payment date shall be communicated via correspondence to the property owner.
- The Village does not refund any credits on the utility roll account in the event the property is sold. It is the responsibility of the property owner to ensure this amount is accounted for during the sale with their respective lawyer. The purchaser of the property will be entitled to all credits on the account upon closing.
- The owner of the property will continue to receive their utility bills on a monthly basis, regardless of whether or not they are enrolled in the plan.

## **ROLES & RESPONSIBILITIES**

<b>ROLE/TASK</b>	<b>TITLE (s) OF PERSON RESPONSIBLE</b>
<b>HANDLING INQUIRIES &amp; COMMUNICATING POLICY</b>	Chief Administrative Officer
<b>MONITORING REVIEWS AND REVISIONS</b>	Administrative Assistant



## SCHEDULE "A" – Pre-Authorized Debit Form

**Roll Number**

**Property Address**

**Legal Description**

**Lot      Block      Plan**

**Description**

**Name and Mailing Address**

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**Financial Institution that payment is to come from**

**Name of Financial Institution**

**Branch Address**

**City**

**Province**

**Postal Code**

**Branch and Institution Number**

**Account Number**

1. I/we hereby authorize the Village of Marwayne and its Financial Institution to debit my account listed above:
  - a. For utilities, in the amount of the monthly payment calculated by the Village of Marwayne on the last day of each month beginning on the date indicated below; or
  - b. For utilities, in the amount of \$\_\_\_\_\_, calculated by the Village of Marwayne using the previous 12 months' utility bills average, on the last day of each month beginning on the date indicated below; and
  - c. Which amount may increase/decrease by the Village of Marwayne to reflect monthly adjustments as required for reconciliation in December annually.
2. A cheque marked "VOID" is attached to this authorization.
3. This authorization may be cancelled at any time upon written notice by me/us, and all outstanding utilities shall become due and payable and subject to the applicable penalties. A minimum 10 business day notice period is required.
4. Any payment returned NSF may result in termination of the plan, and all outstanding utilities will become due and payable and subject to penalties.
5. In the event of a sale of the above noted property or a change in bank accounts, I/we will notify the Village of Marwayne at least 10 business days prior to the next payment date, to arrange for cancellation, or to provide the new bank account information and a cheque marked "VOID".



6. Any delivery of this authorization to you constituted delivery by me/us.
7. All persons whose signatures are required to sign on the bank account have signed the agreement below.

\_\_\_\_\_  
**Full Name (Please Print)**

\_\_\_\_\_  
**Full Name (Please Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

(\_\_\_\_)\_\_\_\_\_  
**Phone Number**

\_\_\_\_\_  
**Email Address**

<b>VILLAGE OF MARWAYNE OFFICE USE ONLY</b>	
<b>PAPP APPROVED ON</b>	
<b>APPROVED BY</b>	
<b>START DATE</b>	
<b>PAYMENT AMOUNT</b>	
<b>FLAT RATE or TOTAL BILL</b>	
<b>ACCOUNT NUMBER</b>	