



POLICY – FN 24

UTILITY INSTALLMENT PLAN

APPROVAL DATE:	2024-11-25	CROSS-REFERENCE:	
RESPONSIBILITY:	Administration		
APPROVER:	Council	APPENDICES:	
REVISION DATE (s):		REVIEW DATE:	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 would like to provide the option of paying their monthly Utility Bills through pre-authorized payments in an effort to ease the payment process. 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 direct debit from the owner's bank account.
 - For direct debit, attached hereto as Schedule "A", must be completed prior to enrollment in the plan. Debits are made on the due date of each Utility Bill.
- 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

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



SCHEDULE "A" – Pre-Authorized Debit Form

Roll Number

Property Address

Legal Description

Lot

Block

Plan

Description

Name and Mailing Address

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

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