





City of Whitehorse

2121 - 2nd Avenue, Whitehorse, Yukon Y1A 1C2 Bus: (867) 667-6401 Fax: (867) 668-8398

## City of Whitehorse Utility Pre-Authorized Payment Plan Terms and Conditions

The City Whitehorse offers Pre-Authorized Payment Plans for Utilities using a valid bank account, VISA, or MasterCard. Deductions will occur on the due date as noted on the utility invoice.

### Conditions

- The utility account must be in good standing. No arrears on the account.
- The City does not charge a fee to participate in the utility pre-authorize payment program. Fees will apply for dishonoured payments.
- New applications must be received at the City five business days before the current due date.
- Any applications received that are not complete or have inaccurate information, will be returned to the applicant. If late fees are incurred as a result, they are the responsibility of the accountholder.
- It is the applicant's responsibility to notify the City **in writing** of any and all changes to the bank account information, credit card numbers, and/or expiry dates. The City is not responsible for ensuring the accountholder's pre-authorized payment information is valid.
- The applicant will notify the City of any ownership changes. The payment plan is account specific and is non-transferrable to other individuals or property.

### Returned Payments

- If a pre-authorized payment is dishonoured by your financial institution, you may be removed from the Plan and your account will be reverted to regular payment options. In addition, a service fee will be applied to your account for processing the dishonoured payment. As per the Fees and Charges By-law, the balance of the account will become due on the regular due date and subject to a 10% penalty and a monthly 2% interest charge.

### Withdrawing from the Plan

- You may withdraw from the Plan at any time subject to providing written notice to the City of Whitehorse at least five business days prior to the next scheduled withdrawal.
- The City reserves the right to revoke the agreement at any time.

---

**Phone:** (867)668-8607

**Fax:** (867)668-8398

**Email:** [receivables@whitehorse.ca](mailto:receivables@whitehorse.ca)

**Mail/ In Person:** City of Whitehorse

2121 2<sup>nd</sup> Avenue

Whitehorse, YT Y1A 1C2