

# E-BILL UTILITY SERVICE AGREEMENT



Town of Olds

4512 46 Street  
Olds AB T4H 1R5  
Main: 403.556.6981  
Fax: 403.556.6537

Please read the following terms and conditions carefully, as they contain important information that should be known before subscribing to the E-bill service.

- The Utility invoice will be provided to the subscriber as a PDF attachment via the email address supplied.
- It is the subscribers' responsibility to provide the correct email address and to inform the Town of Olds of any changes to their email address. If you have not received your Town Utility Invoice by the 15<sup>th</sup> of each month, please contact the Town Office at 403-556-6981. Non-receipt is not justification for late payment and penalties will apply.
- Printed copies of your e-bill can be used to pay at the Town office, bank, online, telephone banking, or by mailing a cheque or money order.
- When you agree to the Terms and Conditions of this service, you will no longer receive a paper Utility invoice from the Town of Olds.
- Note: The customer is responsible to pay in full and on time whether the bill has been based on an estimate or actual reading. Failure to receive or loss of the utility statement will not be accepted as reason for either non-payment or for exemption from late penalties.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Utility Account Number(s)

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

(Please print carefully)

I, \_\_\_\_\_, have read and agreed to the present terms and conditions listed above.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## Payment Options:

- Pre-authorized debit is available for payments. Forms are available on our website at [www.olds.ca](http://www.olds.ca) or at the Town Office. Please note: a VOID cheque is required with a Pre-authorized Debit form.
- Payments can be made at the Town Office by cash, cheque, money order, bank draft, debit cards or credit cards.
- Cheques, money orders and bank drafts can be mailed to the Town office with your statement stub. Please do not send cash. A drop box is conveniently located at the front doors of the Town Office. (Returned cheques will be assessed an NSF service charge).
- Payments can be made by telephone and internet banking. Please use your correct Utility Account number located at the top right side of your invoice.

*The effective date of payment will be the actual date of receipt by the Town of Olds.*

*The personal information on this form is collected under the Freedom of Information and Protection of Privacy Act and will be used in order to process this form. Please forward questions or concerns to the FOIPP Coordinator at 4512 46 Street, Olds, AB T4H 1R5. Phone 403-556-6981, Fax 403-556-6537, or email FOIP@olds.ca*