



Application for Service

171 Main St, Penticton, BC V2A 5A9
Phone: (250) 490-2489 Fax: (250) 490-2422
Email: utilities@penticton.ca



Please accept this Letter of Authorization to Connect Utility Services at:

Service Address: _____
Street Number & Street Name Unit Number

Effective Date (Move in): _____
(Monday to Friday starting as early as 7:00 AM—Excluding Statutory Holidays)

Please indicate if you are applying as the:
 OWNER TENANT

Initial here to confirm that the information provided is correct as stated.

OFFICE ONLY: CUSTOMER ACCOUNT NUMBER

APPLICANT INFORMATION

Primary Applicant: _____
First Name Middle Initial Surname

Secondary Name: _____
First Name Middle Initial Surname

Utility Bills are to be sent to SERVICE ADDRESS or MAILING ADDRESS (as indicated below)

Mailing Address: _____
Street Number & Street Name Unit Number

City Province Postal Code

Telephone: _____
Home Business Cell

Email (optional): _____
Primary email Secondary email

Include copies of two (2) pieces of signature ID for each applicant (Driver's License, BC Services Card, Passport, etc.):
 Copies of ID are not retained and all copies are destroyed after verifying your identity.

Primary Applicant: ID #1 _____ ID #2 _____
Description & Number Description & Number

Secondary Applicant: ID #1 _____ ID #2 _____
Description & Number Description & Number

TENANCY AGREEMENT included (Required for all tenant accounts. All signers on the tenancy agreement must be named on the utility account. The tenant is responsible for providing the City with any amendments or changes in tenancy.)

PURCHASE AGREEMENT or PROOF OF PURCHASE included (Required for all new owner accounts.)
 Should you possess EMERGENCY EQUIPMENT (i.e. life support) at the property, ensure that we are informed of this fact in writing.

All dates of connection must fall on a regular business day. Applications must be received prior to 4:00 PM to be processed for the next business day. Accounts cannot be backdated.

There is an application fee (plus applicable taxes) that will be applied to the first month's bill. Same day service, if necessary, can be provided at an increased application fee. Please apply at least two business days in advance of your desired date of connection to ensure a reduced application fee.



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SERVICE TERMS

Billing Methods

- Electric consumption is billed monthly. There is a basic electric charge per month plus applicable consumption costs and GST.
- If applicable, there is a basic water charge per month based on the meter size plus applicable consumption costs.
- Residential sewer customers are billed at a basic rate from April to October, and billed at a variable rate based on your water consumption from November to March. Commercial sewer customers are billed at a basic rate and a variable rate for all months.

Payment Options

- **Pre-Authorized Payment Plan:** Payments will be automatically withdrawn each month on the due date. Applications can be completed at City Hall with the Utilities Department.
- **Personal Banking:** Payments can be made through online banking, telebanking, or through bank tellers. These payments can take three to five (3-5) business days to be processed and received. Ensure payment is made in advance to allow for bank processing times.
- **In person at City Hall:** Cashiers accept cash, cheque, debit, or credit (a third party fee of 2.4% will apply for all credit card payments) weekdays from 9:00 AM to 4:00 PM.
- **Outside Drop Box:** Located outside the front doors of City Hall, and open 24 hours.
- **Via Canada Post Mail or Courier:** Please make cheques payable to the City of Penticton.
- **Online Credit Card Payments:** Available through the City of Penticton website (a third party fee of 2.5% will be charged separately).

To access and view your utility bills online, register for your **MyCity** account at online.pentiction.ca/TDNL/MYCITY.

DECLARATION

The City of Penticton respects your privacy and is committed to protecting your personal information. Your personal information is collected in accordance with Section 26(c) of The Freedom of Information and Protection of Privacy Act for the purpose of providing and administering utility services and will only be used for this purpose. If you have any questions about the collection, access, use, or disclosure of your personal information, please contact: Corporate Officer/Head of FOIPPA at foi@pentiction.ca.

The information may be released to property owners and their designates, Canada Revenue Agency, the RCMP or other agencies under the Freedom of Information and Privacy Protection Act. Tenants are advised that the Registered Owner of the above noted property has access to specific utility account information contained therein.

By submitting this application, I am confirming that I have read and understand the above terms as stipulated and have entered all the information requested. I hereby request the supply of service at the service address on the date specified herein. I acknowledge that the electrical energy and/or water supplied is subject to the bylaws, conditions and regulations of the City of Penticton, and I agree to comply therewith. I authorize and permit the duly authorized employees or agents of the City to enter the said premises to connect, disconnect, install, remove, repair, replace or inspect equipment as required without notice. I agree to provide the City's representatives with safe, clear access and entry to the premises for the aforesaid and to ensure all equipment remains unobstructed and accessible. I agree to protect and indemnify the City against any claim for damages or otherwise by reason of supplying or failure to supply electrical energy or water to the said premises.

I confirm that I am authorized to open the utility account at this property, and I understand that I will be responsible for paying the utility services at this service address.

Signature of Primary Applicant Signature of Secondary Applicant Date

This may be signed electronically by typing in an authorized name. This will be considered an official signature and approval.

OFFICE USE ONLY

<input type="checkbox"/> ID VERIFIED <input type="checkbox"/> TENANCY OR PURCHASE AGREEMENT RECEIVED <input type="checkbox"/> APPLICATION FEE POSTED	Processed by: _____ Date: _____
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