



APPLICATION FOR DISCONTINUANCE OF SERVICE

Please accept this Letter of Authorization to physically disconnect the Electricity or Electricity & Water at:

1) Service Address: Street Number & Street Name Unit #

2) Effective Date: (Monday to Friday ONLY - Excluding STAT Holidays / Services CAN be disconnected as early as 7:00 AM)

3) Name of person applying for discontinuance:

Account Holder's name:

4) Final Utility Bills to be sent to (Circle One): SERVICE ADDRESS or MAILING ADDRESS (as Indicated below)

Mailing Address: Address Unit #
City Province & Postal Code

5) Telephone: Home: Bus: Cell:

6) Include a photocopy of two pieces of signature ID
(Accepted ID includes - Drivers License, Health Card, Passport, BCID etc.)

ID #1 Type ID No. ID#2 Type ID No.

- Applications must be received prior to 4:00pm to be processed for the next business day. We are not able to backdate.

I have read the above paragraph and understand the Billing and Payment terms as stipulated and have entered all information requested, I hereby request the supply or discontinuance of service at the above 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. I authorize and permit the duly authorized employees of the City to enter the said premises to connect or disconnect as required. 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.

By checking this check-box, I am acknowledging that I am the authorized person on this account. [ ]

Signature: Date:

Table with 3 columns: Office Use Only, Processing fields (Processed, Clerk Initials, LOA, Landlord Notification)

Information collected on this form is done so under the authority of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and is protected in accordance with FOIPPA. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. For further information regarding the collection, use, or disclosure of personal information, please contact the Corporate Services Department at 250-490-2400. The information may be released to a member of the public, Canada Revenue Agency, the RCMP or other agencies under the Freedom of Information and Privacy Protection Act (F.O.I.).

If you are a tenant, please be advised that the Registered Owner of the above noted property has access to all utility account information contained therein.

#### **CITY OF PENTICTON BILLING METHODS:**

- Electric meters are read monthly and consumption billed monthly. There is a basic electric charge per month for residential service plus applicable consumption costs and GST.
- If applicable, there is a basic water charge per month for residential service based on the meter size plus applicable consumption costs.
- Residential sewer customer are billed at a basic rate from April to October each year, switching to being 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 per month.

#### **CITY OF PENTICTON PAYMENT METHODS:**

- **Pre-Authorized Payment Plan:** Payments will be automatically withdrawn each month on the due date provided.
- **Internet Banking:** Payments can be made through online banking, telebanking or through Bank Tellers.

Please note, payments can take three to five (3-5) business days to come through, ensure payment is made in advance to allow banking process times.

- **In person at City Hall:** Cashiers accept cash, cheque or debit weekdays from 9:00am to 4:00pm
- **Outside Drop Box:** Located outside doors of City Hall, open 24 hours.
- **Via Canada Post Mail or Courier**
- **Credit Card Payments:** available to customers through The City of Penticton website only.