

Common Questions:

I'm moving and my account has a credit how do I receive my credit?

- If you are moving within Penticton, your credit will follow you to your new address. If you are moving out of Penticton, a cheque will be issued to you for your credit.

My credit is quite high on my account can I get it back?

- Yes, if at any time you want a refund on your credit on your active account we can issue a cheque for that refund but there is a cost of \$25 and it will take 2-4 weeks to issue the cheque.

Will the City adjust my set amount I'm paying?

- No, this is strictly customer driven and it is up to the customer to ensure that the amount they are paying every month is enough to help them when they get to their high bill months. We are able to assist customers to determine what an appropriate amount to pay each month is and when to start.

Do I have to be on Pre-Authorized payments?

- While it is recommended to use preauthorized payments, you are able to continue to make payment through online banking, at City Hall or through the mail if that is your preference.

Self Managed Equalized Payments



City of Penticton
Utility Department
250-490-2489
utilities@penticton.ca

The City of Penticton is here to help customers manage their utility accounts.

Looking to avoid the sting of seasonal higher bills? You can change that by choosing to pay an equal amount every month.

The example below shows a customer whose bills fluctuate from \$75 to \$240 each month over the year. By making a static monthly payment of \$135, they are able to pay the bills and not have to make larger payments in the winter when the bills are higher.

Example

Month	Bill Amount	Payment
* May	\$127	\$135
June	\$105	\$135
July	\$98	\$135
Aug	\$75	\$135
Sept	\$75	\$135
Oct	\$80	\$135
Nov	\$80	\$135
Dec	\$105	\$135
Jan	\$175	\$135
Feb	\$235	\$135
March	\$240	\$135
** April	\$225	\$135
Total	\$1620	\$1620

* Beginning of low bill period (varies by customer)

** Visit City Hall at end of high bill period to determine new payment amount

This is strictly customer driven and must be monitored by the customer to ensure the amount paying is enough to cover their bill.

Your Account

To determine the most appropriate payment amount and when to start, fill out the chart below. Need assistance? Contact the City of Penticton Utility Department (250)490-2489

Month	Bill Amount	Payment
Total		

It is advised that you monitor and reassess the amount you are paying to ensure it is an appropriate amount to help you during your high bill months. If you need any help in determining an appropriate amount or when to start, please contact the City of Penticton Utility Department.

What about pre-authorized payments?

- If you are on pre-authorized payments you can still have a self managed equalized payment. To get started, you will need to visit the City of Penticton Utility Department and request to be on the 'Fixed Pre-Authorized Payment'. This will change your amount withdrawn each month from variable to a fixed amount.
- If you are not on pre-authorized payment you can enroll at anytime and choose to be on the fixed amount. Visit the City of Penticton Utility Department to enroll. We do require a void cheque to set it up.
- It is still up to the customer to monitor the amount that is coming out to ensure that the payment is enough to help build up a credit towards the higher bill months.

Don't forget that you can monitor your utility account at anytime through MyCity at online.penticton.ca!

Utility Information

Customer/Account # _____
Access Code _____