



COVID-19 Bill Deferment Plan Application Form

Suite 101-310 Ward St
Nelson, BC, V1L 5S4

Office use only:
 Rec'd by: _____ Date rec'd: _____

Part 1 – Customer Information

Applicant Name: _____ **Utility Account #:** _____
Property Address: _____ **Nelson, B.C. Postal Code:** _____
Daytime Phone: _____ **Mobile Phone:** _____ **Email:** _____

Part 2 – Bank Account Information

For new applications or bank account changes, attach a "void" personalized cheque OR a letter with your account information from your financial institution for direct withdrawal purposes.

- New account Change bank account information Bank account information submitted with application

Effective Date: _____ **withdrawal preference for 1st or 15th of each month.**

Part 3 – Pre-Authorized Debit Details

IMPORTANT: The COVID-19 Bill Deferment Plan consists of 12 monthly payments between July 2020 and August 2021. **Your monthly withdrawal amount will be automatically adjusted once annually based on an estimate of the next years balance owing.**

Total amount owing on account: \$ _____ **New PAP Monthly Withdrawal Amount: \$** _____

I/We hereby authorize the City of Nelson to debit the bank account mentioned above on the 1st/15th of each month, from July 1, 2020 onward and do not require further notice of any withdrawal before it is processed. **I/We have read, understand and agree to all Terms and Conditions (see reverse) and understand that payments WILL NOT be refunded. Withdrawals will continue until 15 days written notification of cancellation has been received after the amounts incurred have been reduced to a zero balance. I/We will instruct the City to cancel the Plan if the property is sold** and understand that it is my/our responsibility to ensure that the conveyancing lawyer or notary provides me/us with a credit on the Statement of Adjustments, if applicable. The monthly amount may vary based on consumption and the automatic rebalancing yearly. **The annual Utility Bill will detail your upcoming withdrawal amount. No further notification will be sent by the City with regard to a change to the amount.**

NOTE: The withdrawal amount is an estimate only. Any balance owing after the 12 months must be remitted by the due date to avoid penalty. An overpayment will remain as a credit on the account and will be applied to the next year's billing.

Signature(s) of Bank Account Holder(s)

Signature of Registered Owner(s)/Landlord (if different)

Print Name(s)

Print Name(s)

Date:

Date:

Please see reverse for Terms and Conditions

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Please retain a copy for your records.

Terms and Conditions for the COVID-19 Bill Deferment Plan:

1. Customers may sign up for the program after June 22nd until July 10th.
2. **Payments will be collected on the first day or 15th day of each month from July as chosen by the applicant.** Payment amounts are estimated based on the most recent charges on the account and will be automatically adjusted once each year if deemed necessary.
3. Customer account must be in good standing as of March 16th, 2020 with no amounts past due.
4. Any bills due after March 16th until June 30th are eligible for the Bill Deferment Plan.
5. If a bill was due prior to March 16th, and was not paid, it must be paid before going on the Bill Deferment Plan.
6. If the account was in arrears prior to COVID-19 and the customer wishes to be put on the Bill Deferment Plan, all old balances must be paid in full up to March 16th before being accepted.
7. Customers wishing to take part in the Bill Deferment Plan must commit to the full 12 month repayment plan.
8. **Customer will need to submit a "void" personalized cheque OR a letter with your account information from your financial institution for direct withdrawal purposes in order to set up the preapproved withdrawals. This should be submitted with the application form prior to your requested start date.**
9. Tenants must also advise their landlords that they wish to be part of the Bill Deferment Plan. All tenants requesting to be part of the plan must have approval from their landlord in writing (email). The landlord will be provided with a copy of the form which will include the total owing on the account that is past due. The landlord will sign off on the agreement and submit the form to Nelson Hydro with their approval.
10. If the account defaults a payment and it is not rectified within one week of being notified by our office, the account will be removed from the Bill Deferment Plan wherein the full balance will be due and may be added to the disconnection list. **DISHONoured PAYMENTS** are subject to a service charge (currently \$25.00). The fee may be increased in the future without prior notice. Your Instalment Plan may be terminated after two dishonoured payments within one year. The City may not provide notice of non-payment or cancellation.
11. You have certain recourse rights if any debit from your bank account does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain more information on your recourse rights, contact your financial institution.
12. It is the responsibility of the property owner to ***instruct the City to discontinue the plan 15 days BEFORE the property is sold.*** **IMPORTANT: We will continue to draw payments from your bank account until advised otherwise. Any overpayment will be applied to the credit of the new owner.** Credits must be adjusted between the vendor and purchaser on the Statement of Adjustments. **No refund of Instalment Plan payments will be issued by the City as a result of the owner's failure to discontinue the plan upon a transfer of property.**

The City of Nelson is collecting your personal information in accordance with Section 26 of the Freedom of Information and Protection of Privacy Act. The City of Nelson collects your information for the purposes of administering City of Nelson programs and services, including permits and licensing services. If you have any questions, please contact the Privacy Head at: 310 Ward Street, Nelson, BC V1L 4P1 or FOI@nelson.ca or 250-352-8234.