

What Happens if I Change Banks?

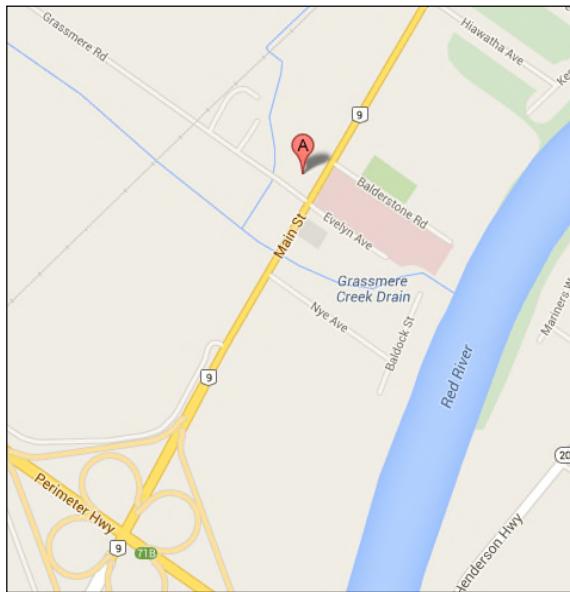
If you wish to change the account used for your PUPPS payment you must submit a completed form to the RM and a VOID cheque for your new account. This must be received before the 15th of the month in order to be applied to a payment in the same month.

What Happens if I Sell?

When a property is sold you must withdraw from the program by informing the RM in writing at least two weeks in advance of the next PUPPS payment due date. **If you move your final bill WILL NOT be paid by automatic withdrawal.** It is your responsibility to supply the RM with a forwarding address and to pay the final account balance directly to the RM. It is also your responsibility to provide the RM with the possession date so a final bill can be calculated.

Withdrawal?

If you withdraw from PUPPS or your plan is cancelled, all unpaid utilities become due



and payable and are subject to penalties in accordance with our policies.

Need for More Information?

Please visit our website:

www.weststpaul.com

Or call: 204-338-0306

9:00am – 4:30pm, Monday to Friday

Applications with VOID cheques and requests for changes can be mailed to:

The RM of West St. Paul
3550 Main Street



West St. Paul, MB R4A 5A3

You can also utilize our onsite after hours deposit box located next to the front door.

**Pre-authorized
Utility**

Payment Plan Service

What is PUPPS?

The Pre-Authorized Utility Payment Plan Service (PUPPS)



is a payment plan which allows utility rate payers to pay their quarterly utility bills through direct deposit from their financial institution.

Can I use PUPPS?

In order to sign up for the PUPPS program the following is required:

- Utility account must be current
- You must have an account with a bank, credit union or trust company
- Your name must be on the utility account
- A completed application form must be submitted to the RM.

Why Should I use the Program?

PUPPS provides ease and convenience of not having to mail in cheques or wait in line ups on due dates to make a payment. It also provides the ability to travel without the worry of having to pre-pay your bill ahead of time. You also avoid the possibility of missed payments and corresponding late payment penalties.

How Does PUPPS Work?

You will continue to receive your quarterly utility bills in the mail. Your bill will indicate the amount due and that it is a pre-authorized payment. The payment withdrawn from your account will be for the full amount shown on your bill. Withdrawals are made on the last day of each due date month unless the last day falls on a weekend or holiday. In those instances, withdrawals will be made on the next business day following the last day of the due date month. Please refer to the Utility Schedule below for billing and due dates.

Please note it is the responsibility of the payee to ensure funds are available for withdrawal of the full amount due each quarter.



Utility Schedule	
1 st Quarter January 1 – March 31	Due: April 30
2 nd Quarter April 1 – June 30	Due: July 31
3 rd Quarter July 1 – September 30	Due: October 30
4 th Quarter October 1 – December 31	Due: January 29

Do I Have to Apply Each Year?

No PUPPS is renewed automatically. You may withdraw by giving written notice at least two weeks before the next scheduled payment (by the 15th of the month).

If you withdraw from PUPPS or your plan is cancelled, any outstanding charges become due and payable and subject to penalties.

What happens if I miss payments?

If three payments are missed the RM of West St. Paul may remove you from the PUPPS program and request full payment of any outstanding utilities.

If funds are not available on the last day of the month, there will be a Service Charge of \$30.00 applied to the utility account and a replacement payment must be made prior to the next quarterly billing as it will not be automatically withdrawn.

IMPORTANT If there is an overdue balance on your account on December 31st, the amount owing will be transferred to your taxes.