



THE CORPORATION OF THE DISTRICT OF OAK BAY
MUNICIPAL HALL – 2167 OAK BAY AVENUE – VICTORIA B.C. V8R 1G2
PHONE (250) 598-3311 FAX (250) 598-9108 WEBSITE: www.oakbay.ca

Pre-Authorized Direct Debit Payment Plan

The District of Oak Bay offers a pre-authorized direct debit payment program for your utility bills. This optional payment plan allows the District of Oak Bay to automatically withdraw your utility account balance from your bank account on each billing due date (approximately every 4 months).

To apply, complete and sign the attached Application Form and return it with a voided blank cheque to the following address:

District of Oak Bay
Water Department
2167 Oak Bay Ave.
Victoria BC
V8R 1G2

Important: The Application Form cannot be sent via fax as original signatures are required along with a blank cheque marked "VOID".

Eligibility Guidelines

- You need to have chequing privileges at a financial institution in Canada.
- An Application Form must be completed and submitted with a blank cheque marked "VOID".
- You must be the registered property owner; tenants are not eligible.

Payment Dates

- Pre-authorized direct debit payments will be automatically withdrawn from your bank account on your utility billing due date, and credited to your utility account the same day.

Water Utility Bill

- You will still receive your utility bill as usual.
- The notice section of the bill will indicate the amount that will be automatically withdrawn from your bank account.
- The billing due date is located on the top right hand corner of the bill.
- If you have any inquires regarding such items as leaks or adjustments, please contact the Water Department at least 15 days prior to the billing due date.
- If an inquiry resulting in an adjustment is made within 15 days of the due date, the adjustment will be reflected on your next utility bill.

Final Readings

- Any bills prepared outside of the normal billing period as a result of a request from the property owner for a final reading will not be paid by the pre-authorized direct debit payment program. These bills must be paid by cheque, debit card, cash, money order or through most banks and financial institutions.

Dishonoured Payments

- All dishonoured payments will be subject to a service charge set by the District of Oak Bay and all applicable interest or late charges will apply to your account.
- The District of Oak Bay may cancel enrolment in the Pre-Authorized Direct Debit Payment Plan if two payments are not honoured by the financial Institution.

Changing Information

Written notification to the District of Oak Bay is required 15 days prior to a billing due date for the following changes:

- ***Selling your property***
- ***Withdrawal from the Pre-Authorized Direct Debit Payment Plan***
- ***Changing your bank account, bank or branch***
 - Please send notification in writing and attach your new voided cheque.
- ***Changing your contact information***
 - To help keep your account up to date, please contact the District of Oak Bay if your phone number or mailing address change.

Further Information

For further information or general inquiries, contact the Water Department at (250) 598-3311, located at:
2167 Oak Bay Ave.
Victoria BC
V8R 1G2