

# Utility Newsletter – March 2020

## Update on Utilities' Billing System Upgrade

### BILLING UPDATE

Starting this month, Sun Peaks Mountain Resort Municipality is beginning the process to convert to a new billing system. This means that you now have the option to receive your utility services invoice directly via email.

#### DUAL INVOICES

Water and Wastewater (sewer) billing go first and Gas billing will be converted to the new billing system later. This means that for customers that are billed gas, water & wastewater, you will receive two invoices for the short term. One for gas only and a second one for water & wastewater.

Your Gas billing will look the same as it always has but will not show your water or wastewater usage. The gas billing should arrive at the usual time (around the 15<sup>th</sup>). We are not sure the actual date of the Water & Wastewater billing will arrive. As soon as we finalize the water and wastewater billing conversion (sometime over this month), you will see a second invoice for water and wastewater only. Updates on the conversion will be posted on both the Municipal website [www.sunpeaksmunicipality.ca](http://www.sunpeaksmunicipality.ca) and the Utilities' website [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com).

Part of this billing system conversion from the old system to a new system, you will be assigned a new Sun Peaks Municipality account number. Currently, if you pay your gas bill through your bank, continue to use the 'Sun Peaks Utilities' account number. Watch for more information that will be included with the Water & Wastewater billing.

### PAPERLESS BILLING

By going paperless and receiving your invoices directly via email, you help to reduce paper use and support a healthier environment. To sign up for paperless invoices to be delivered directly to your inbox, go to [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com) and click on the '[Applications & Paperless Billing Request](#)' tab & then scroll down to click on the link to '[Paperless Invoice Request Form](#)'. You will be asked to provide the following information (*if you would prefer, you can fill in the form attached at the bottom of this newsletter*):



- Utility Account # (found on the top right corner of your invoice)
- Name on the Account (found on the left-hand side of your invoice under the invoice no. box)
- Full Property Address
- Email address that you want the invoice to be sent to
- Contact Phone Number and Emergency Contact Number (used only in a utility emergency when you can't be reached)

**UTILITY INVOICE PAYMENT OPTIONS – 2020 INFORMATION** - There are several ways that you can pay your utility services invoices.

- 1) **ONLINE PAYMENT** – Utility invoices can be paid online through most Canadian institutions – please check with your bank to confirm. If online payments are available through your Canadian bank or credit union, start by going to 'pay bills' in your banking application and select 'Sun Peaks Utilities' as a payee. You will need to enter your account number (*found on the top right corner of your invoice*) so your payment gets applied to the correct account. Then once online payments are set up, you can pay the amount on your invoice each month.

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**PRE-AUTHORIZED PAYMENT** – You can set up a pre-authorized payment by downloading, printing and completing the form (including signing) the ‘Application for Pre-authorized Debit’ and send the form back to us along with a void cheque (scanned via email, mailing it or dropping it off to the Municipal Offices).

A link can be found at [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com) under the ‘Applications’ Tab and scroll down to the bottom of the page and click on the ‘[Pre-authorized Payment Form and Agreement \(PAD\)](#)’

If you are having problems finding the correct form, please email [accounting@sunpeaks municipality.ca](mailto:accounting@sunpeaks municipality.ca) and we would be pleased to email the form to you.

**If you are already set up on Pre-Authorized Payment, no further action on your part is required for either the Gas or Water/Wastewater billing.**

- 2) **CHEQUE** – Just mail a cheque payable to ‘Sun Peaks Mountain Resort Municipality’ (or Sun Peaks Municipality) for the amount owing along with the tear off stub from your utility invoice.

### REQUEST TO CHANGE INVOICE DELIVERY TO PAPERLESS OPTION:

|   |          |                                  |          |
|---|----------|----------------------------------|----------|
| <b>Account #</b>                          |          | <b>Name on Account</b>           |          |
| <b>Sun Peaks Property Address</b>         |          |                                  |          |
| <b>Email Address</b> (to receive billing) |          |                                  |          |
| <b>Primary Contact Phone #</b>            | (      ) | <b>Emergency Contact Phone #</b> | (      ) |

Send this portion of the form to the address below or scan & email to [accounting@sunpeaks municipality.ca](mailto:accounting@sunpeaks municipality.ca). You may also fax this portion to 250-578-2023. Or go to [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com) and click on the ‘[Applications & Paperless Billing Request](#)’ tab & then scroll down to click on the link to ‘[Paperless Invoice Request Form](#)’ to send it to us automatically.

### SNOW MAINTENANCE ON ROADWAYS

It is that time of year when our crews are on the roads clearing drainage and moving snow piles to ensure that they don’t cause flooding issues.



Please keep our crews safe by obeying all traffic speed signs and keep an eye out for Municipal trucks and crews. If you see any issues, please contact the Municipal Offices at 250-578-2020 between 8:30 am and 4:00 pm, Monday to Friday.



If you have any questions regarding the Water, Wastewater or Gas Utilities, please email us our general mailbox at [info@sunpeaksutilities.com](mailto:info@sunpeaksutilities.com) or call 250-578-2020.