



Box 370
Carstairs, AB T0M 0N0
Phone: 403.337.3341
Fax: 403.337.3343
www.carstairs.ca

E-Bill Utility Service Agreement

Please Print Clearly

Property Owner(s):

Account Number:

Property Address:

Mailing Address:

Phone Number:

Email address:

Terms & Conditions – Important: Please Read

Please read the following terms and conditions carefully, as they contain important information that should be known before subscribing to the E-Bill service.

1. A utility invoice will be provided to you as a PDF attachment via the email address supplied.
2. It is your responsibility to provide the correct email address and to inform the Town of Carstairs of any changes to my email address. To ensure you receive your utility e-bill from the Town of Carstairs, please add the email address finance@carstairs.ca to your safe senders list. If you have not received your Town utility invoice by the 15th of each month, please contact the Town Office at 403.337.3341.

Non-receipt is not justification for late payment and penalties will apply.

3. Printed copies of your e-bill can be used to pay at the Town Office, financial institutions, online, telephone banking, or by mailing a cheque or money order.
4. When you agree to the Terms and Conditions of this service, you will no longer receive a paper utility invoice from the Town of Carstairs.
5. You are responsible to pay your bill in full and on time, whether the bill has been based on an estimate or actual reading. Failure to receive or loss of the utility statement will not be accepted as reasons for either non-payment or for exemption of late penalties.

Payment Options:

- Pre-Authorized debit is available for payments. Forms are available on our website at www.carstairs.ca or at the Town Office. Please note a VOID cheque is required with a pre-authorized debit form.
- Payments can be made at the Town Office by cash, cheque, money order, bank draft or, interac.
- Cheques, money orders and bank drafts can be mailed to the Town Office with your statement stub. Please do not send cash. A drop box is conveniently located along the west side of the Town Office.
- Payments can be made by telephone and internet banking. **Please use your correct utility account number.**
- Payments returned to the Town of Carstairs as insufficient funds are subject to additional fees.

I, the undersigned, have read and agree to the present terms and conditions as listed above.

Signature:

Date: