

## Utility Deferral Program Details

The City of Chestermere is flexible and working with our utility customers during this time of uncertainty. Monthly utility bills will continue to be sent out, however our utility customers can choose to defer payments.

For payments that are initiated by utility customers, it will be for each individual household to decide if a payment will be submitted between April 1st and June 30th. Examples of payments initiated by utility customers are:

- \* Online banking
- \* Mailing in cheque
- \* Delivering to drop box at City Hall
- \* Credit card payments through Plastiq

Regarding monthly utility bills and the monthly automatic payments, also known as Pre-Authorization Payment Plan (PAPP), upon written request, our utility customers can defer this payment, including any related interest and other charges.

The deferral program is offered from April 1 to June 30, with the first PAPP payment to occur July 27. Should an individual utility customer choose a shorter timeframe, either delay the starting time or began the payments sooner for PAPPs, the City will work with each utility customer to meet their needs.

### To Apply:

To initiate your request, please email [utilities@chestermere.ca](mailto:utilities@chestermere.ca). The following information must be provided - first and last name, address and cell number.

The City will send a confirmation that your request has been received. The City will be in touch in June to work out a payment plan and/or re-starting your PAPP payments on July 27th.

Regarding monthly utility bills and interest charges; all interest and related charges are being waived for April 1 to June 30th.

Regarding disconnections, all pending and future disconnections will be on hold from now until June 30th.

At this time, City Hall is closed to the general public and means that in-person payments will not be accepted. Please put payment in a sealed envelope and quote the utility account number and use the drop box located at the front entrance, on the southside of the building.

**Important Condition:** If you lease or rent the property to which this deferral applies, you are required to grant a deferral to the tenant(s) in the same manner. If you do not grant a deferral to the tenant(s), this deferral will cease and you will be responsible for making all payments, including interest and penalties, as if this deferral had not been granted.