



## TOWN OF CLARESHOLM

### E-BILL UTILITY SERVICE AGREEMENT

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
E-Mail Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Utility Account Number(s)

\_\_\_\_\_  
Service Address(s)

I, \_\_\_\_\_ have read and agreed to the present terms and conditions listed below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

- The utility invoice will be provided to the subscriber as a PDF attachment via the email address supplied.
- It is the subscribers' responsibility to provide the correct email address and to inform the Town of Claresholm Utility Billing Department of any changes to their email address. If you have not received your Town utility invoice by the 15<sup>th</sup> of the month after billing, please contact the Town Office utility department via e-mail at [utilities@townofclaresholm.com](mailto:utilities@townofclaresholm.com) or by phone at 1-403-625-3381. **Non-receipt is not justification for late payment and penalties will apply.**
- 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.
- When you agree to the terms and conditions of this service, you will no longer receive a paper utility invoice from the Town of Claresholm.
- Failure to receive, or loss of the utility statement, will not be accepted as reasons for either non-payment or exemption of late penalties.

#### Payment Options

- By pre-authorized debit. Forms are available on our website at [townofclaresholm.com](http://townofclaresholm.com) or at the Town Office.
- In person at the Town Office by cash, cheque, money order or debit.
- By cheque or money order mailed to the Town Office with your invoice remittance portion.
- In the mail slot located at the main entrance of the Town Office.
- By telephone and internet banking. Please include your utility account number.  
**Note. Payments returned to The Town of Claresholm because of insufficient funds are subject to additional penalties.**