

W.I.P.P.S

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Remember to do your part to CONSERVE WATER

Water Efficiency Tips:

**For the environment*

**For the future of our community*

**For reducing your cost for safe water*

Toilets: Avoid using the toilet as a garbage can! This wastes a lot of water and causes unnecessary load on the sewage treatment facility.

Check your toilet tank water level twice a year.

Approximately 29% of water in our home is flushed down the toilet.

Some toilet leaks are silent! Put a few drops of food coloring in your toilet tank. Wait 15 minutes. If there is any color in the bowl, then you have a leak and your toilet needs to be repaired.

Also, watch for leaks and usage on showers and bathtubs, kitchen sinks, dishwashers and washing machines!

Have you taken advantage of the Provincial Toilet Replacement Rebate Program? If so, you will qualify for the Town of Battleford's rebate as well. Visit www.swa.ca for more information or visit us today!

★ We will be working to ensure that this program is successful and anticipate many changes in the first year of implementation, so we ask that you be patient. ★



**W. WATER
I. INSTALLMENT
P. PAYMENT
P. PLAN
S. SERVICE**



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What is WIPPS?

WIPPS allows water and sewer customers to pay their bills automatically through direct debit (auto withdrawal from your bank account). Furthermore, the payment is made monthly rather than quarterly as with manual bills, all without incurring interest charges or penalties.

Why use WIPPS?

Many people find it difficult to pay their bills by the due date and end up incurring penalty charges. Others find the burden of paying a bill for three months of service (the Town only bills 4 times a year) in a single payment to be a financial burden. With WIPPS, equalized amounts will be debited from your bank account every month. And finally, most people like the convenience of WIPPS- no more cheques, no more stamps and no more line ups.

Who can use WIPPS?

All existing and new water customers can join WIPPS. However, their utility account must be current and they must have an account at a financial institution.

How does WIPPS work?

Most households use more water at certain times of the year. The charges for WIPPS customers are “equalized” for the entire year. WIPPS customers have equalized amounts debited from their bank account on either the *2nd or 16th of every month* 12 times a year. If your utility billing charge is larger than your WIPPS monthly payment, you will be notified of the amount and a lump sum payment to settle up the account along with an adjustment to your WIPPS payment will be required.

Once a year your account is reconciled to the actual utility charges to ensure that your account is not delinquent. You will be required to settle up your account and your WIPPS payment will be adjusted accordingly.

Customers still get their regular bill allowing them to monitor usage, but it will have a notation telling them not to pay as they are WIPPS customers.

But please do not ignore your bill, review it every time you receive it.

Are there any fees or charges?

Service charges are charges on account with NSF transactions and services are subject to disconnection. The Town of Battleford does not charge an administrative fee for providing the WIPPS service.

Withdrawing from WIPPS.

You may withdraw from the program by giving 10 days written notice to the Town of Battleford. If you withdraw from WIPPS or are terminated for NSF reasons, all unpaid balances become due and payable and are subject to service disconnection. As well the account will be reconciled at that time to the actual meter reading and differences will be applied to the account.

NOTE: It is important that you notify Town Hall of any changes in your banking information at least 7 days prior to your scheduled payment.

What if you move?

If you transfer service to a new location, you may transfer your WIPPS account to your new location.

If you are no longer a WIPPS customer, your meter will be read and your account will be reconciled. Any credits or debits will be applied to your final bill.

How do you apply for WIPPS?

Applications available at the Town Hall. Complete and return the WIPPS application along with a voided cheque from your financial institution. For WIPPS service on multiple properties, submit one application listing all affected properties.

