



AQUATERA[®]
WATER EARTH INNOVATION



WHAT'S UP



You're going to get a monthly bill from us starting February 1, 2019. This bill will include your water, wastewater, recycling and garbage collection charges.

Your Water Rates

The water rates you pay now are the same rates Aquatera charges to all of our customers.

On March 1, 2019, Aquatera will be increasing its water rates by 2.5%. This will amount to \$0.60 per month on the average bill.



Your Wastewater Rates

The Town will be making increases to the wastewater rates.

The Town of Wembley increase will be reflected on the bill you receive from Aquatera.



Franchise Fees

In January, you will see a new line item on your bill that isn't charged by the Town. Franchise Fees are paid to the Town to compensate for the use easements, right-of-ways and roads where the infrastructure is located in order to deliver utility services. The total sum of franchise fees that we collect will be paid back to the Town of Wembley. This is the same for all Aquatera communities we serve.



Setup for pre-authorization debit in 3 easy steps:

1. Fill out the form on the back and we will fill out the Aquatera account number.
2. Attach a personalized voided cheque or direct debit form from your bank.
3. Return the form by:

Mail to Aquatera at 11101 104 Avenue, Grande Prairie, AB T8V 8H6 or
Town of Wembley at 9940 101 Street, Wembley, AB T0H 3S0
Email: myaccount@aquatera.ca
Fax: 780.357.5920

You can also fill out this form and attach a voided cheque or direct debit form online at www.aquatera.ca if it's easier for you.

Want our help?

Email myaccount@aquatera.ca or call 780.538.0340 Monday to Friday 8:30 a.m. to 4:30 p.m.

Please note the Town of Wembley does not provide Aquatera your billing information.

www.aquatera.ca/watertowembley



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PRE-AUTHORIZATION DEBIT (PAD) APPLICATION FORM

Customer Name(s):			
Service Address:			
Telephone:		Email:	
Aquatera Account Number:			
Banking Information (Please attach either a personalized void cheque or direct debit form provided by your bank)			
Transit Number (5 digits):		Branch Number (3 digits):	
Account Number:			

TERMS AND CONDITIONS

This authorization is to remain in effect until Aquatera Utilities Inc. has received written notification from me/ us of its change or termination. Notification must be received at least seven (7) business days before the next withdrawal is scheduled, otherwise the change/termination date will be processed for the following billing cycle.

I/We understand to continue to make payments on my/our account in the usual manner until the automatic withdrawal message appears on my bill.

I/We acknowledge that Aquatera Utilities Inc. may charge my utility account with a service charge for each dishonoured payment and that it may also result in termination of my participation of automated monthly withdrawals.

By submitting this form, I/We authorize Aquatera Utilities Inc. to begin automated withdrawals from my bank account for payment on my monthly utility bill.

Signed: _____

Date: _____

Completed forms can be sent by email, fax or dropped off in person to have your account(s) set up on automated withdrawal.