

Sign UP for Pre-Authorized Payment on the Water Bill Portal

Once you have added your account on the Water Bill Portal, you will have additional menu options on the left sidebar. To Sign Up for Pre-Authorized Payment, complete the following:

- Click on the Pre-Authorized Payment option on the left menu bar
- Verify that the account number, customer name and property address are correct
- Click on Sign Up

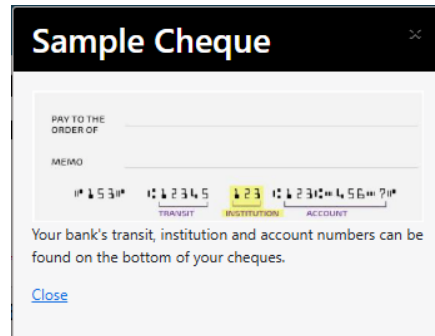
The screenshot shows the City of Guelph Water Bill Portal interface. The top navigation bar includes links for Home, Accessibility, Email us, My profile, and Log off. The left sidebar menu lists various options, with 'Pre-Authorized Payment' highlighted in blue and indicated by a red arrow. The main content area is titled 'Pre-Authorized Payment Information' and contains fields for Account Number, Customer Name, Property Address, and Phone Number. A light blue message box states 'Your account is currently not enrolled. Click below to Enroll.' Below this message is a 'Sign Up' button, which is highlighted by a red arrow.

- Click on Pre-Authorized Payment

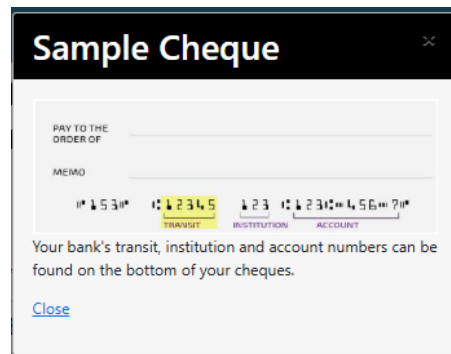
The screenshot shows the 'Enrollment' page. It features fields for Account Number, Customer Name, Property Address, and Phone Number. Below these fields, a message states 'Select the following option to enroll in Pre-Authorized Payment'. Under this message, the option 'Pre-Authorized Payment' is listed and highlighted by a red arrow.

[Cancel](#)

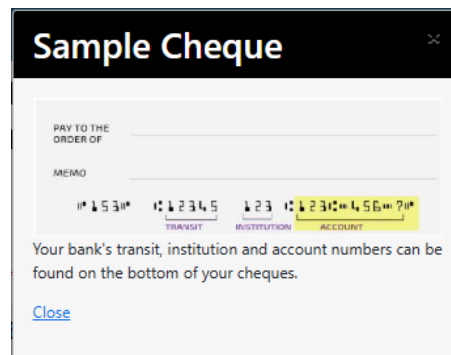
- You will need a blank cheque or a pre-authorized payment form to complete the enrollment
 - Financial Institution is a 3 digit code that can be found on the bottom of your cheque



- Branch Transit is a 5 digit code that can be found on the bottom of your cheque



- Account is your bank account number. This could be up to 9 digits and can be found on the bottom of your cheque



- Enter this banking information on the following screen:

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City of Guelph

Home Accessibility Email us My profile Log off

Home
Add Account
Account Overview
Payment History
Pre-Authorized Payment
Consumption
Billing History
Service Summary
Mailing Address & Phone Number
Manage eBilling
Jump to the Property Tax Portal

Pre-Authorized Payment Enrollment

Account Number: Customer Name:
Property Address: Phone Number:

* = Required

Bank Details

* Financial Institution: ✓
[Where can I find this?](#)

* Branch Transit: ✓
[Where can I find this?](#)

* Account: ✓
[Where can I find this?](#)

* Attachment

Attach a scan/image not larger than 20MB of a void cheque or a completed pre-authorized payment form from your financial institution.

- Upload an image of a blank cheque or a completed pre-authorized payment form from your financial institution

- Click Browse

○

Bank Details

* Financial Institution: ✓
[Where can I find this?](#)

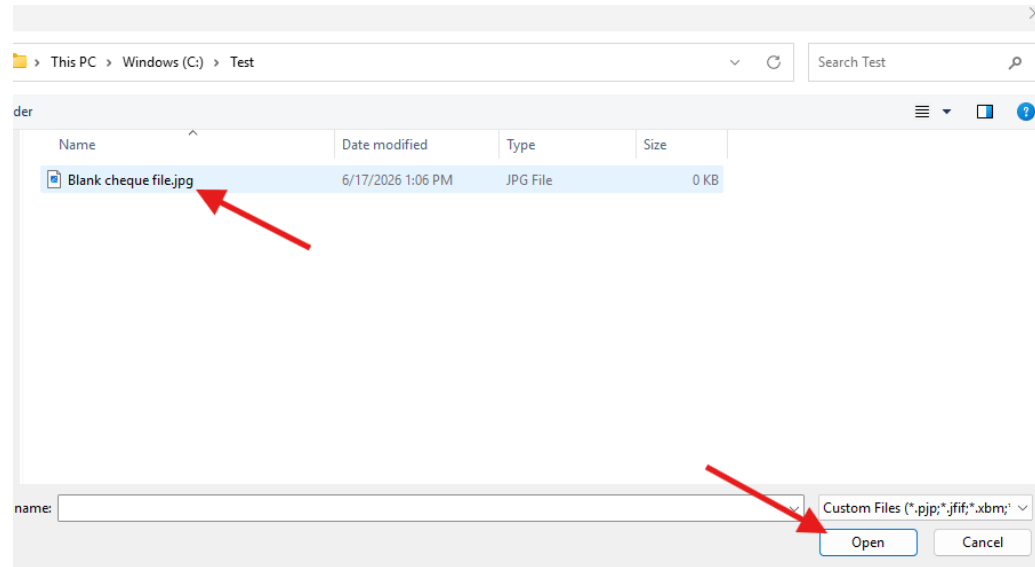
* Branch Transit: ✓
[Where can I find this?](#)

* Account: ✓
[Where can I find this?](#)

* Attachment

Attachment Must not be empty.
Attach a scan/image not larger than 20MB of a void cheque or a completed pre-authorized payment form from your financial institution.

- You will need to wait a moment for the file explorer window to open up and to be able to select the file
- Find the file where you stored that image
- Click on Open



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- Click on Continue

The screenshot shows a payment form with two main sections: '* Account:' and '* Attachment'. The Account field contains the number '123456789' and has a green checkmark. Below it is a link 'Where can I find this ?'. The Attachment field contains the filename 'Blank cheque file.jpg' and has a green checkmark. To the right of the filename is a 'Browse' button. Below the Attachment field is a text instruction: 'Attach a scan/image not larger than 20MB of a void cheque or a completed pre-authorized payment form from your financial institution.' A red arrow points to the 'Continue' button at the bottom right.

- On the Terms and Conditions page, select if the account is Personal or Business
- Provide your acceptance of the Terms and Conditions
- Click Done

Home
Add Account
Account Overview
Payment History
Pre-Authorized Payment
Consumption
Billing History
Service Summary
Mailing Address & Phone Number
Manage eBilling
Jump to the Property Tax Portal

Terms and Conditions

Account Number: [REDACTED] Customer Name: [REDACTED]

Property Address: [REDACTED] Phone Number: [REDACTED]

*** = Required**

I/We authorize the City of Guelph, and the financial institution designated above, to debit the bank account identified above for variable monthly payments for payments arising under my/our City of Guelph Utility account. Variable monthly payments will be debited as stated on the Utility Bill. I/We have authority under the terms of my/our bank account agreement to authorize this debit.

This authorization remains in effect until the City of Guelph Utility Billing Department has received written notification from me/us of its change or termination. This notification must be received in writing at least 10 days prior to the next scheduled debit. To obtain a sample cancellation form or more information on the right to cancel this agreement, I/we may contact my/our financial institution or visit www.payments.ca. The City of Guelph may cancel this agreement on not less than 15 days' notice to me/us. I/we acknowledge that cancellation of this agreement does not relieve me/us of any obligation to pay all amounts owing under my/our City of Guelph Utility account and does not constitute cancellation of utility services.

I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this agreement. To obtain a reimbursement claim form or more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.payments.ca.

There is a service fee for all payments not honoured by my/our financial institution. Subscribers to the pre-authorized debit plan who have three returned payments in any 12-month period will become ineligible to continue the pre-authorized debit plan, and the balance of the account will become due on the regular due dates and subject to interest charges of 1.50% per month for any late payments.

This agreement may not be assigned by me/us. The City of Guelph may assign this agreement by providing me/us with notice and details of the assignment, including the identity and contact information of the assignee.

This agreement is governed by and interpreted in accordance with the laws of the Province of Ontario and the applicable laws of Canada.

* Personal or Business ☐ Personal ☐ Business

☐ * Accept

Done

- You should then receive a confirmation screen that the account was successfully enrolled.
- Click Done

Enrollment Status

Account Number: [REDACTED] Customer Name: [REDACTED]

Property Address: [REDACTED] Phone Number: [REDACTED]

The following accounts were successfully enrolled:

- [REDACTED]

Done

- You will have received an email from no-reply@guelph.ca with the subject line Pre-Authorized Payment Agreement which contains the pdf version of your enrollment and Terms and Conditions.