

MISCELLANEOUS PAYMENT INFORMATION

1. Billing Responsibility

GEID domestic bills are issued every 2 months; commercial bills are issued each month; agricultural consumption bills are issued in October annually; and water tax bills are issued in October annually.

According to GEID bylaws, **all bills are the responsibility of the registered owners. GEID does not bill to tenants** and relies upon property owners to communicate and provide all billing information (and other information concerning flushing, water quality updates, etc.) to tenants.

2. New Account - New Purchaser

If you purchase a home in our District, please contact GEID's office to ensure that the utility account is set up correctly. The lawyer should submit a Tax and Toll Search Request to GEID prior to the closing date of the sale for final payment and other charges for adjustment. New accounts will be opened in the names of new property owners after the registration of the title at the Land Title Office. A transfer charge of \$20.00 will be applied to your account for the transfer of ownership.

For specific rates and billings, please view the rates under Residential; Multi-Family; Apartments; Industrial/Commercial/Institutional; Agricultural/Other.

3. Non-Payment of Account

When any rates, penalty additions or miscellaneous charges due by any person are overdue, the District shall serve notice upon such person. In cases of rates remaining unpaid, the District may, after serving 10 days notice, shut off the service and charge the cost thereof to the property owner concerned. In such instances, service may be restored on payment of the overdue rates plus a fee of \$165.00 representing the cost of disconnection and re-connection.

4. Payment Options

- **eBills** are available. To register, please email billing@geid.org. Your civic address and account number must be included with this request.
- Bills can be paid at most Financial Institutions in Canada and by phone or internet through a bank's website or telebanking. **To avoid penalty, ensure your payment is made at least 2-3 business days in advance** of the due date so that there is sufficient time for the payment to reach our office.
- Payment by **debit card/cheque/cash** can be made at the District office, or use by using the secure drop box when the office is closed.
- Customers can set up a **Pre-Authorized Payment for automatic withdrawal** from their bank account. Please print a pre-authorized payment form from our website under Forms & Guidelines; For Utility Billing; ([GEID Pre-Auth Form.pdf](#)) and return it with a void cheque to the District office or send it to the District via mail, email or fax.

- Cheques can be mailed to GEID, 445 Glenmore Road, Kelowna BC, V1V 1Z6 allowing sufficient time for the cheque to reach our office by the due date. Post-dated cheques are also accepted for the current billing period.
- GEID does not accept credit cards.

5. Billing Due Dates

To avoid unnecessary penalties, payments for water bills must reach the GEID office by the due date indicated on your bill. Penalties are applied the day immediately following the due date. Postmarks are not accepted as proof of payment.

a) Bimonthly Water Bills

- Due dates for bimonthly water bills are March 31st, May 31st, July 31st, September 30th, November 30th, and January 31st.
- If an account is outstanding 45 days after the due date, the service may be disconnected without further notice. Penalties are applied immediately following the due date at a rate of 10%.
- Services may be disconnected for nonpayment and are subject to a \$165.00 service charge.
- Cheques or pre-authorized payments returned by the bank are subject to a service charge.

b) Monthly Water Bills

- Due dates for monthly water bills are the last day of each month. These bills are mainly for institutional/commercial/industrial metered customers. Penalties are applied immediately following the due date at a rate of 10%

c) Annual Agricultural Consumption Bills

- All Agricultural Consumption Charges are billed annually in October with payment due November 30th. Penalties are applied immediately following the due date at a rate of 10%.
- Customers can set up a **Pre-Authorized Payment for automatic withdrawal** from their bank account. Please print a pre-authorized payment form from our website under Forms & Guidelines; For Utility Billing; ([GEID Pre-Auth Form.pdf](#)) and return it with a void cheque to the District office or send it to the District via mail, email or fax.

c) Annual Water Tax Bills

- All Property Water Taxes are billed in October with payment due December 1st. Unpaid bills after the due date are subject to a 10% penalty plus interest.
- Customers can set up a **Pre-Authorized Payment for automatic withdrawal** from their bank account. Please print a pre-authorized payment form from our website under Forms & Guidelines; For Utility Billing; ([GEID Pre-Auth Form.pdf](#)) and return it with a void cheque to the District office or send it to the District via mail, email or fax. Please note that this pre-authorized payment will be processed quarterly and payment will be applied to any outstanding water tax balances.

6. After Hours Call-Out Fees

- A **\$150.00** charge applies per site visit for District Operations Staff to respond to an after-hours Call-Out. This includes Call-Outs outside the regularly scheduled operators' hours of 7:00am to 3:30pm, Monday through Friday, excluding holidays.

**Emergency Calls during holidays, weekends and after-hours are received by
GEID's call centre & the duty operator is then contacted.
A \$150.00 charge applies per site visit.**