

MISCELLANEOUS PAYMENT INFORMATION

1. Billing Responsibility

- In accordance with GEID bylaws, **all bills are the responsibility of the registered property owners. GEID does not bill to tenants** and relies on property owners to communicate and provide all billing-related information, as well as notices regarding flushing, water quality updates, and other relevant matters, to their 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.

3. Non-Payment of Account

- **Transfer to Tax.** Under section 258 of the Community Charter, any overdue account balances on December 31st are deemed to be taxes in arrears and will be transferred to the property tax account on the property. Interest applied to the arrears balance as of the transfer date.

4. E-Billing Sign-Up

- eBills are available. To register, please email billing@geid.org and include your **civic address** and **account number** in the request.

5. Payment Options

- **At Your Bank:** 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.
- **GEID Office:** Payment by debit card/cheque/cash can be made at the District office. A secure drop box by the front door is also available for use when the office is closed.
- **Pre-Authorized Payment Plan:** 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.
- **By Mail:** 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.
- **Credit Card:** [GEID does not accept credit cards.](#)

6. Payment 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 late payment charge of 1.5% per month (compounded monthly at an annual rate of 19.56%) will be applied to all outstanding balances not paid by the due date shown on the utility invoice.
- Cheques or pre-authorized payments returned by the bank are subject to a service charge.

Bimonthly Water Bills

- Due dates for bimonthly water bills are March 31st, May 31st, July 31st, September 30th, November 30th, and January 31st.

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.

Annual Agricultural Consumption Bills

- All Agricultural Consumption Charges are billed annually in October with payment due November 30th.

Annual Water Parcel Fee Bills (Previously Called Water Annual Water Tax)

- Annual Water Parcel Fees are billed in October, with payment due December 1st.

7. After Hours Call-Out

- A \$150.00 charge per site visit applies when District Operations Staff respond to an after-hours call-out.
- After-hours call-outs include requests outside the regularly scheduled operators' hours of 7:00 am to 3:30 pm, Monday through Friday, excluding holidays.
- **Emergency calls during holidays, weekends and after-hours are received by GEID's call centre, and the duty operator is then contacted.**