



Columbia Shuswap Regional District Utility E-Billing

Please complete this form in full and return to the CSRD if you would like to receive your utility bill by email.

Property Owner	Or	Tenant	Date
Property Owner Name:			Tenant Name (if applicable):
Account #:			Service Address:
Telephone Number:			Email Address:

THESE TERMS AND CONDITIONS APPLY IN FULL, AND IF YOU DO NOT WISH TO BE BOUND BY THEM YOU SHOULD NOT SUBSCRIBE TO E-BILLING. MAKE SURE YOU READ THEM CAREFULLY AND IN FULL BEFORE SIGNING UP.

By using Columbia Shuswap Regional District e-billing you agree to accept and abide by the terms and conditions set out below:

1. You will receive an electronic bill in place of your paper bill. The debt recovery process will continue to be paper based.
2. You must have a valid email address to use e-billing. You agree to provide us with a correct and current, valid email address for the account to which you would like your e-bill sent. The privacy and accuracy of that email address is entirely your responsibility. Should that email address ever become invalid or should you wish your e-bill be sent to a different email account, it will be your responsibility to notify the Columbia Shuswap Regional District. You shall remain fully liable for any e-bills which were sent to your previous email address, including those that may end up in your junk mail folder.
3. The Columbia Shuswap Regional District reserves the right to refuse the use of e-billing to anyone, for any reason whatsoever, in its absolute discretion. Further, we reserve the right to modify or discontinue the e-billing service to select or all recipients at our discretion.
4. All bills sent to you by email or other means shall be due and payable on the "due date" of each bill. You shall remain fully responsible and liable to pay any bills that have been sent to the email address you have specified, regardless of whether or not you access that email account and read the relevant email, are disconnected from your email account, or for any reason (other than negligence by the Columbia Shuswap Regional District) you fail to read the relevant e-billing.
5. The Columbia Shuswap Regional District cannot guarantee uninterrupted access to the e-billing service and makes no guarantees whatsoever as to its operation, availability, functionality or otherwise.
6. Information regarding any previous electronic bills is shown at the date the bill was produced and is subject to change.
7. The Columbia Shuswap Regional District reserves the right to alter these terms and conditions by posting new terms and conditions on the e-billing service. These terms and conditions are also available for viewing on our website, www.csr.bc.ca.

Signature

Print Name

Date

Utility E-Billing

What is E-Billing?

E-Billing is receiving your CSRD Utility Bills via email instead of by regular mail.

How do I sign up?

When you submit the application and sign the terms and conditions, the Columbia Shuswap Regional District will begin forwarding your Utility Bills to the email address provided.

What if I move or sell my property?

If you move or sell your property, it is your responsibility to immediately inform the CSRD finance department to arrange for transfer or cancellation of e-billing. If you move to another property within the CSRD, you will have the option to transfer your email address to the new account. Please inform the finance department at least two weeks prior to your next billing date.

What happens if I miss a payment?

As with paper billing, if you do not pay your utility bill by the due date, the outstanding amount will be transferred to the Province for incorporation into your annual property taxes. Please note that the Province levies a service fee for any utility amounts transferred to taxes.

What happens if I lose my bill?

If you misplace your bill, you can contact the CSRD finance department and we will provide you with a replacement.

Will my information be used for anything other than E-Billing?

No. The CSRD will not release your personal information to any third party, nor will we send you anything by email other than your utility bill, unless you have requested otherwise.

Contact Us:

Email: finance@csrd.bc.ca
Telephone: (250) 832-8194
Mail: Box 978 Salmon Arm, BC V1E 4P1
In person: 555 Harbourfront Drive NE, Salmon Arm, BC