

city of

Wetaskiwin

PRESS RELEASE

City of Wetaskiwin utilities switching to monthly paper billing

December 10, 2020

(Wetaskiwin, Alberta) – In response to feedback received from City of Wetaskiwin residents, utility billing will be conducted monthly from January 2021 onward.

Starting in January 2021, every City of Wetaskiwin utility account holder will receive a monthly utility invoice instead of a bi-monthly one. These invoices are still due upon receipt, with late payment penalties being applied if payment is not received by the due date indicated on the invoice. This change to monthly billing will be communicated to all affected Wetaskiwin households directly through an insert with their next utility bill.

“We are excited to make this change in response to community feedback as part of a greater effort to increase customer service throughout the organization,” said Robert Osmond, General Manager of Corporate Services. “Our hope is the switch to monthly billing will make it easier for our residents to budget monthly expenses.”

Residents have expressed interest in being billed monthly for their water, wastewater, and solid waste collection—rather than the current bi-monthly system—as it helps make personal budgeting easier. The City offers the convenient option to have utilities automatically withdrawn from the account holder’s bank account via the Pre-Authorized Payment (PAP) system which ensures late payment penalties are not incurred.

Anyone already set up on the PAP system will now have their monthly invoice amount withdrawn each month rather than bi-monthly (every two months) unless the account holder notifies the City of a change. Accounts must be in good standing to start a new PAP arrangement.

The City continues to work toward an e-billing option as well, which was another request of the public. Additional information about paperless billing will be shared once finalized.

Visit www.wetaskiwin.ca/utilities for more information, or call City Hall at 780.361.4400.

About the City of Wetaskiwin

Wetaskiwin is a secure, connected, and inclusive community home to a diverse population of 12,655 people. Located only 30 minutes south of the Edmonton International Airport, the City of Wetaskiwin provides a high quality of life through ample recreation opportunities, diverse cultural activities, and a modernized, business-friendly downtown.

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www.wetaskiwin.ca