



Is the balance on your Utility bill wrong?

If yes, let's get this corrected!

If your balance is correct, there is no need to complete the following.

Steps to correcting your balance:

- 1) Locate your 10-digit account number on your utility bill, now correct it in your on-line banking information under your payee information for the "Town of Pincher Creek Utilities" or take it to the bank and have them correct it for you. (Please do not enter the decimal that appears on your bill)
- 2) **You must then Submit a \$1 payment.** The \$1 payment must be made with the correct number in order for us to see that you have corrected it, we can then take the steps to move the payments onto your account.
- 3) To ensure ALL payments are moved to your account please email utilities@pinchercreek.ca with the following information.
 - The date & amount of ALL payments you made after October 2016 that you do not see applied to your account.

Where is my money right now?

Your payment (\$) are safely sitting in an "un-applied account" waiting for you to correct your account number and make the \$1 payment so we can move the payment over to your account.

Did my account number change? Why did this happen?

No your account number did not change unless of course you moved within the town, then your account number has/will change. When you initially set up your payment at the bank or online all 10 digits were not entered or the number was entered incorrectly at that time. **We require all 10 digits to apply your payments correctly.**

Why am I just hearing about this now?

Everyone is busy, we have tried to let you know through different means of communication over the last 2 years. Unfortunately, when the notices went out residents assumed that since their payments were being applied to their accounts that their account number must be correct and no action was being taken.

I have interest on my account but I actually paid my account on time.

If your payments were received by the due date and are sitting in the unapplied account, the interest on your bill for those payments will be reversed.

IF YOU ALSO PAY YOUR TAXES USING INTERNET BANKING OR AT THE BANK YOU WILL NEED TO ENSURE THAT YOU ARE USING YOUR "12 DIGIT ACCOUNT NUMBER" AND BE PAYING IT THROUGH "TOWN OF PINCHER CREEK TAX"

TOWN OF PINCHER CREEK

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