



# MUNICIPALITY OF North Perth

## Payment Policy and Accounts Receivable Accounts REMINDER TO ALL CUSTOMERS – July 2022

North Perth strives to provide exceptional service to new and existing members of our community. Due to the advancements in technology and COVID-19 closures, the Municipality has seen an increased volume of online and regular mail payments. As a reminder, the following changes came into effect **September 1, 2021**:

### Payments and due dates:

**All payments must be received within our account by the payment due date.** Please allow **2-3 business days** for processing of online payments and allow sufficient time for your payment to be received by regular mail. Any payments received after the due date (whether made online or sent by regular mail) will be charged the applicable penalties.

For payments received in our drop box, all payments must be received on the due date to ensure no late charges are added.

### Payments Made to Wrong Accounts

**Telephone or online banking:** Be sure to choose the correct payee and correct account number when processing bills through your financial institution. Below is a quick guide for payment:

Property Taxes	Water/wastewater	Accounts Receivable
Use your 19-digit tax roll number.	Use your 9-digit customer number. Omit the first zero.	<i>Child care, landfill, dog tag, municipal drains, facility and program registration.</i> Use your 10-digit customer number. <b>Ensure corresponding account number is applied for the correct payment. (e.g. set up your child care account when making a child care payment and set up a dog tag account when making a dog tag payment).</b>  <b>MULTIPLE ACCOUNTS MAY NEED TO BE SET UP ON YOUR ONLINE BANKING TO MAKE MULTIPLE PAYMENTS.</b>

Please note that if a payment is not paid to the correct account, **penalty will not be reversed.**

**It is the payee's responsibility to ensure that the payment is made to the correct account.**



## Payment Options:

1. A **drop box** is available at the Municipal Office at 330 Wallace Ave North Listowel located to the right of our front doors. Please only pay with cheque/bank draft with this option. In a sealed envelope, include your payment and payment slip to ensure payment is applied to the correct account.
2. **Mail** cheque payable to the Municipality of North Perth.
3. **Telephone or online banking**: Be sure to choose the correct payee when processing bills through your financial institution.
4. **E-transfer**: Please contact us at 519-291-2950 ext. 2086 for more details.
5. **Credit Card Payments**: this option is available from our website. A third-party 3% processing charge will be applied.

The Municipality of North Perth also offers electronic billing. To sign up, please visit our website or call for more information. This is a great way to save the environment and have better control of receiving and filing your invoice for future reference.

We appreciate your attention to this matter and look forward to serving you the most efficient and effective way possible.

For any questions regarding this please do not hesitate to contact Vanessa O'Malley, Accounts Receivable & Financial Analyst, at 519-292-2047 or email [yomalley@northperth.ca](mailto:yomalley@northperth.ca)

