

The Town of Vermilion procedures are outlined in this brochure to ensure all customers are aware of when and how they will be billed for their utilities.

There is a non-refundable administration fee for hookup of \$45.00.

Utilities are prepared and invoiced on the 10th of every month or the next business day following a holiday.

Invoices are due upon receipt. A penalty of 2.5% of the current levy will be charged on any outstanding amounts on the 2nd or next business day of the subsequent month.

Final Notice Door Notes will be issued one week following the penalty date for non payments.

Example: June 2013 invoices will be mailed July 10th, 2013. If your bill is not paid before August 3rd, 2013 you will be charged the 2.5% penalty. If amount owing is not settled by August 10, 2013 a door note will be delivered, with shutoff happening 24 hours later.

Due to the number of collection calls and letters that were being required in the past, the collection process has been strengthened to ensure accounts are paid in a timely fashion and reduce the costs of collecting payments.

Unfortunately, our regularly paying customers may be surprised by a door note if they are away for an extended period of time. We encourage you to be on our auto payment plan to avoid this plus we have provided online accesses to your utility account in the event it is misplaced or lost in the mail process. Contact the Town if we can assist.

The Town of Vermilion is working hard to keep your water costs as low as possible and with that comes finding efficiencies in the billing process.

What is included on your utility bill?

Your bill for each month will include the following charges:

Residential

Water: \$26.83 Flat Rate + \$2.60/meter of water used

Sewer: \$10.07

Garbage: \$17.88

Recycling: \$7.42

Out of town recycling passes available for \$8.00/month

Commercial

Water: \$32.66 Flat Rate + \$2.60/meter of water used

Sewer: Dependent on business type

Garbage: \$14.77 /per pickup

Recycling: \$7.42



The Town has a number of options available to ensure accessibility and ease of customer payments.

Town Hall
8:30a.m to 4:30p.m

*****We are open during lunch hour*****

1. Interac
2. Night deposit box (24 hours)
3. ATM/ Telephone Banking Online
4. Pre-Authorized Bank Withdrawal
5. Mail



Are you moving out?

If you are moving out, you must notify the town in order for an accurate final bill to be created.



For Further Information

Contact Virginia

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YOU AND YOUR
UTILITY BILL

