



E-billing for utilities launching

Residents can sign up for a chance to win \$100 gift card

Update: Friday, October 20, 2023 (Wetaskiwin, Alberta) — Due to high interest in the e-billing program, not all of those who applied by October 1 were included in the September billing cycle through email.

Those who were successfully enrolled in the program would have received their e-bill by October 17, while those who were not enrolled will receive their September utility bill in the mail. The remaining applicants who signed up by October 1 will be included in the October e-billing cycle in November.

Please note that this will not impact the number of times you will be entered into the \$100 gift card draw taking place in December. Those who signed up for e-billing by October 1 will still be entered into the draw three times if they remain in the program throughout the rest of 2023.

In the future, those who sign up for e-billing by the first of each month will receive their prior month's bill electronically going forward.

Peace Hills Utilities Inc. apologizes for any inconvenience and thanks customers for their patience in this matter.

Initial Release: Thursday, September 21, 2023 (Wetaskiwin, Alberta) — Billing for utilities is going paperless.

Electronic billing (e-billing) has been one of the most requested services by residents and Peace Hills Utilities Inc. is happy to share that beginning this autumn, local users with [Peace Hills Utilities Inc.](#) can receive their utility bills via electronic billing.

"I am thrilled to announce the implementation of e-billing for our community," said Sue Howard, President of Peace Hills Utilities Inc. "E-billing enhances efficiency, reduces paper waste, and offers citizens a convenient way to manage their accounts."

Residents who sign up for e-billing by Sunday, October 1, will receive their September bill electronically. In the future, those who sign up to for e-bills by the first of each month will receive their prior month's bill electronically going forward.

Peace Hills Utilities Inc. performed a soft launch of the e-billing system this past summer with a select group to pre-empt any issues that may arise ahead of the public launch. With the trial complete, Peace Hills Utilities Inc. is launching the e-billing service and is enticing customers to sign up to go paperless before December 1, 2023 for a chance to win a \$100 gift card to a local business of their choice. The draw for the gift card will be at the end of December 2023. Customers will be entered into the draw once for each month they have been enrolled in the e-billing program, meaning those who sign up by October 1 and remain in the program will receive three entries.



There are many benefits associated with transitioning from traditional paper-based billing to e-billing, including:

- Paperless billing customers will receive their monthly invoices faster than regular mail customers.
- You can easily and conveniently access and keep track of electronic invoices online.
- Your utility bill is sent directly to your email inbox, meaning there is no need to worry about your bill being lost during potential disruptions to mailing services.
- E-billing reduces paper waste and sees cost savings by reducing printing, postage, and administrative costs associated with paper billing.

While e-billing offers numerous benefits, Peace Hills Utilities Inc. understands some individuals may still prefer receiving paper bills for personal reasons. Those preferring to receive paper bills will continue to have their notices delivered via Canada Post. This service will have a fee of \$2.00 per month. This fee will be implemented on January 1, 2024.

To find more information — and the e-billing signup form — visit wetaskiwin.ca/ebilling.

About the Peace Hills Utilities Inc.

Peace Hills Utilities Inc. is a municipally-controlled corporation (MCC) providing Wetaskiwinites with water and wastewater services. The MCC partnership is comprised of the [City of Wetaskiwin](#), [Aquaterra Utilities Inc.](#), and [Graham](#) — coming together to develop a service delivery structure that meets the following core objectives of balanced budgets, City representation, and expertise. For more information about Peace Hills Utilities Inc., visit wetaskiwin.ca/peacehillsutilities.

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