

# NTPC Pre-Authorized Payments Application Form

For your convenience, NTPC offers the following Pre-Authorized Payments for your consideration.

With the **Pre-Authorized Payment Plan (EFT)**, your monthly utility bill payment is withdrawn from your bank account **or** credit card on the billing due date. This payment amount will be applied to your NTPC power account. You never have to worry about remembering to make a payment, or worrying that your payment is going to reach us on time, late fees or needing to make payment arrangements when you are away from home.

## How do I apply?

Complete and sign the NTPC Pre-Authorized Payments Application form. If Pre-Authorized Payment using your bank is requested, attach a blank, personalized cheque marked "VOID". If you do not have a cheque, you can have your bank complete and verify the required account information on the application form. The completed application and void cheque can be emailed, faxed, or mailed to the contact information found on the bottom of this page.

Ensure your current power bill is paid in full at the time you enroll. Please continue to make payments in your usual manner until the "**BANK WITHDRAWAL**" message appears on the remittance portion of your bill.

## How do these options work?

Once enrolled, we will continue to bill your utility account monthly. Depending upon the options selected, your bill will display the options have been selected. This will continue until you have submitted written notification of cancellation.

## When is payment withdrawn from my bank account or credit card?

If you have selected Pre-Authorized Payment option, payment withdrawal will occur on the due date of your power bill, as stated on your monthly bill. These funds should be available in your payment method at least two working days prior to and after the scheduled withdrawal date.

**Please note:** Dishonored payment withdrawals may result in additional service charges as per the Terms and Conditions of Service.

## Which credit cards are eligible for this program?

NTPC only accepts Mastercard and Visa.

## What if my bank account or credit card number changes?

Please contact us at least 10 business days **prior** to your next payment withdrawal to make changes. For bank account changes, you will be required to provide your "voided" personalized cheque by either mail or email.

## What happens if my credit card expires?

Our banking providers offers a service that allows us to update your credit card information, such as expiry dates or if your card has been reported stolen/lost. We will send you an email when these changes have been made.

## Where do I submit my completed form?

Please send completed form(s) to [billpayment@ntpc.com](mailto:billpayment@ntpc.com); fax to 1-866-482-8231 or drop off to our Customer Service offices.

## Who can I contact for more information?

Contact our Customer Care Team at:

By phone: 1-855-575-6842

By email: [billpayment@ntpc.com](mailto:billpayment@ntpc.com)

By mail: Northwest Territories Power Corporation, 4 Capital Dr, Hay River, X0E 1G2

**Pre-Authorized Payment Plan (EFT) Authorization  
(the “Authorization”)**

**Terms and Conditions**

1. In this Authorization I/my/me refers to the bank account holder(s)/payor(s) indicated below as the undersigned. Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.
2. I authorize Northwest Territories Power Corporation (“NTPC”) and the financial institution designated (or any other financial institution I may authorize at any time) to begin deductions as per my instructions for monthly recurring variable payments and/or one-time payments from time to time, for payment of all charges arising under my NTPC account(s). I hereby authorize NTPC to debit my bank account (“Account”) as indicated on the attached “void” cheque included with my application or my credit card as indicated on the application form.
3. This Authorization is provided for the benefit of NTPC and my financial institution and is provided in consideration of my financial institution agreeing to process debits against my Account in accordance with the Rules of the Canadian Payments Association. I agree that any direction I may provide to draw a Pre-Authorized Debit (“PAD”), and any PAD drawn in accordance with this Authorization, shall be binding on me as if signed by me.
4. I acknowledge that the amounts to be drawn against my Account may vary in accordance with variations in the amounts billed by NTPC, and that in the case of equal payment plans may include periodic and/or annual adjustments, and I authorize NTPC and my financial institution to process PADs against my Account and to draw all such amounts without any pre-notice to me or any other consent by me.
5. Regular monthly payments for the full amount of services delivered will be debited to my Account on the due date of each NTPC statement. NTPC will provide 10 days written notice of the amount of each PAD. The dates on which NTPC will draw PADs against my Account may vary from time to time in accordance with NTPC’s normal billing and processing procedures, and I authorize NTPC to draw PADs and my financial institution to process such PADs on different dates or days of the month from time to time without any pre-notice to me or any other consent by me. Further, in the event that any PAD is not honoured, due to non-sufficient funds or other reasons other than my revocation of this Authorization in accordance with this Authorization, I authorize NTPC to re-submit the PAD within 30 days of the date of dishonour and my financial institution to process such PAD without any pre-notice to me or any other consent by me.
6. This authority is to remain in effect until NTPC has received written notification from me of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I will obtain a cancellation form by contacting NTPC.
7. Cancellation of this Authorization does not terminate my NTPC service but only affects my method of payment. NTPC may terminate this Authorization at any time verbally or by written notice to me at the phone number or address listed on the utility account shown on my application form. I acknowledge that NTPC may charge my power account a service charge for each dishonored payment as it occurs, and that it may also result in termination of my participation in the Pre-Authorized Payment Plan.
8. I certify that all information provided with respect to my Account is accurate and I agree to inform NTPC of any change in the Account information provided in this Authorization at least 10 business days prior to the next due date of the pre-authorized payment. In the event of any such change, this Authorization shall continue in respect of any new account and financial institution to the same extent as if they had been shown on the signed form. The signatories to any written notice of change I provide to NTPC will be all such persons as would be required to sign any cheque drawn on or withdrawal made from the new account.
9. I agree that my financial institution is not required to verify that any PAD has been drawn in accordance with this Authorization, including the amount, frequency and fulfillment of any purpose to which the PAD relates. I agree that delivery of this Authorization to NTPC constitutes delivery by me to my financial institution, and that NTPC may deliver a copy of this Authorization to NTPC’s financial institution for the purpose of processing PADs, and I consent to the disclosure of any information contained in this Authorization to such financial institution.

10. I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Pre-Authorized Payment Agreement. To obtain a form for a Reimbursement Claim, or for more information on my recourse rights, I may contact my financial institution or visit [www.payments.ca](http://www.payments.ca).
11. A Pre-Authorized Payment adjustment will be made only under the following conditions:
  - a. Authorization was not provided to NTPC.
  - b. Payment withdrawal was not processed in accordance with this Authorization.
  - c. Authorization has been cancelled/revoked and I have chosen another method of payment.
  - d. Any payment withdrawal dispute must be made within 90 days of the disputed debit being posted to my Account.
12. I understand I will continue to make payments on my account in my usual manner until the Pre-Authorized Payment message appears on my bill.
13. I consent to NTPC collecting, using and disclosing this information for the purpose of establishing pre-authorized payment withdrawals, which will be applied against my NTPC account.
14. I agree to comply with the Rules of the Canadian Payments Association now or hereafter in effect in relation to PAD authorizations and the drawing and processing of PADs, and agree to sign any further documentation that may be required pursuant to such rules.
15. NTPC may assign this Authorization, whether by operation of law, change of control or otherwise, by providing at least 10 days prior written notice to me.
16. I take responsibility for the accuracy of information provided to NTPC. NTPC will not be responsible for or liable to me or any third party for any errors, delay, damage, loss, liability, inconvenience or claim whatsoever related to information provided by me to NTPC. In the event of an error, NTPC reserves the right to take appropriate action to remedy the situation.



# NTPC Pre-Authorized Payment Application Form

NTPC Account Name: \_\_\_\_\_

NTPC Service Address \_\_\_\_\_:

Phone (Home): \_\_\_\_\_ Phone (work): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address (Mandatory): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

NTPC Account Number(s): \_\_\_\_\_

These services are for:  Personal  Business

### Pre-Authorized Payment Agreement:

1) Transit # \_\_\_\_\_ Bank:# \_\_\_\_\_ Account# \_\_\_\_\_ **OR**

2) Credit Card # \_\_\_\_\_ Expiry \_\_\_\_ / \_\_\_\_ CVC \_\_\_\_\_

Name of Cardholder: \_\_\_\_\_

I, the undersigned, authorize NTPC to withdraw funds from the bank account indicated on the attached "void" cheque or from the bank information supplied above to cover payments due by me(us) to NTPC for outstanding charges for utility services provided to me(us). I acknowledge that I have read and understood all provisions contained in the Terms and Conditions and that I have received a copy. I warrant that all persons whose signature(s) are required or authorized to sign on this bank account have signed this application. I consent to NTPC collecting, using and disclosing this information for the purpose of establishing pre-authorized payment withdrawals, which will be applied against my NTPC account. *\*Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*

I understand that if the above account(s) is not at a zero balance, that outstanding balance(s) will be withdrawn on setup date. (Please initial to acknowledge.) \_\_\_\_\_

### Authorized Signature(s):

\_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

### When submitting this application, please remember to include:

- For bank Pre-Authorized include a voided personalized cheque.
- **Continue to make payments on your account in your usual manner until the Pre-Authorized Payment message appears on your utility bill.**

Please submit completed form(s) and Voided cheque to [billpayment@ntpc.com](mailto:billpayment@ntpc.com); fax to 1-866-482-8231 or drop off to our Customer Service Offices.