



The City is seeking
volunteers to test
this new billing
method.

E-Billing is now available for property tax, and water/sewer accounts

Property tax, and water/sewer bills can now be emailed directly to you. To sign up for this convenient and environmentally friendly method of billing, please complete the registration form and return it to City Hall by mail, fax or email to ebilling@pembroke.ca

Once you are signed up:

- Property, water and sewer bills will be sent by email. A copy of the e-bill can be downloaded and printed directly from your email account. You will no longer receive a paper copy of your bill by regular mail.
- To pay the e-bills through online banking, you need to set the City of Pembroke up as a payee for each property tax and water/sewer account. If you own multiple properties, separate payees will need to be created for each property and type of bill. Further guidance on how to set up your account through online banking can be found [here](#). A printed copy of the e-bill can also be presented at City Hall for payment.
- Please notify us immediately if there is a change in your email address by completing a new enrolment form. The Account Holder is solely responsible to ensure that the City has a current and correct email address for e-billing purposes.
- Completed E-billing registration forms can be:
 - Emailed to ebilling@pembroke.ca
 - Faxed to 613-735-3660
 - Mailed to City of Pembroke, 1 Pembroke St E, Pembroke, ON. K8A 3J5
- You can elect to return to the traditional paper billing method. Please email ebilling@pembroke.ca
- Still have questions? Call us at 613-735-6821 ext. 1323

Register for *e-billing* today!





City of Pembroke E-Billing Registration Form

Owner's Name:	
Service Address:	
Email Address:	

Please select which accounts you would like to change from paper to email delivery:

- Property Taxes—Roll Number:
- Water & Sewer—Account Number:

Account Holder Authorization:

I understand that this change will result in paper bills no longer being mailed to me and that it remains my responsibility to:

- Track and pay the bills by the indicated due dates.
- Complete a new enrollment form if there is a change to the email address where the bill is being sent.
- Notify the City before the due date if a bill has not been received. Inquiries can be emailed to ebilling@pembroke.ca or call 613-735-6821 ext. 1323
- Add ebilling@pembroke.ca to my email's safe list/contact list to ensure e-bills are sent directly to my inbox.

I understand that customers using e-billing services are subject to standard interest and penalty charges for late payment as applicable. Failure to receive a bill does not relieve the account holder from payment of interest and penalties. The City will not be held responsible if it does not have a current and correct email address.

Signature	Date
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Completed forms can be emailed to ebilling@pembroke.ca faxed to 613-735-3660 or mailed to City of Pembroke, 1 Pembroke St. E., Pembroke, ON. K8A 3J5

Thank you for participating in the e-billing process!

This information is collected as authorized by the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990 and will only be used to manage your utilities and/or property tax accounts.