

NTPC Options Application Form

What are NTPC's Bill and Payment Options?

For your convenience, NTPC offers the following three options for your consideration. Review the options and select the options that best suit your needs or combine all three options to maximize your experience.

- The **Budget Billing Plan** is an option for residential accounts where annual power costs will be averaged into 12 equal monthly bills with a settle up bill produced in June. If you have paid more than your actual costs, your account will be credited. If you have paid less, the balance will be added to the equal billed amount due on your "settle-up" bill. If there is a significant difference in utility consumption patterns due to usage or a rate change, during the year, the equal payment amount may be adjusted and you will be notified in writing.
- With the **Pre-Authorized Payment Plan (EFT)**, your monthly utility bill payment is withdrawn from your bank account **or** credit card on the billing due date.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 amount is 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.
- The **E-billing** option allows for you to receive an email advising you that your utility bill is ready to view and pay on MyNTPC, www.ntpc.com. You can setup your e-billing option through myNTPC at your own convenience, under the Profile Tab – Paperless Billing.

How do I apply?

Complete and sign the NTPC Options Application form, selecting the option(s) you would like to enroll in. If Pre-Authorized Payment 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 application and void cheque can be mailed or emailed to the address noted at the bottom of this page.

Ensure your current power bill is paid in full at the time you enroll. If the EFT option is selected, continue to make payments in your usual manner until the "**BANK WITHDRAWL**" 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 written notification of cancellation.

When is payment withdrawn from my bank account?

If you have selected Pre-Authorized Payment option, payment withdrawal will occur on the due date of your power bill, confirmed in a message displayed on the bill. These funds should be available in your bank account 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.

What if my bank account changes?

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

Who can I contact for more information?

Contact our Customer Care Team at: By Phone: 1-855-575-6872

By email: customercare@ntpc.com

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

Sign Up Online. Sign up via MyNTPC at www.ntpc.com

**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.
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 Options Application Form

NTPC Account Name: _____

NTPC Service Address _____:

Phone (Home): _____ Phone (work): _____

Mailing Address: _____

Email Address: _____

Contact Person: _____ Phone: _____

NTPC Account Number(s): _____

These services are for: Personal Business

Choose the Option(s) that best suit your needs:

All selected options will be transferred to any new locations.

Budget Billing Plan
I understand that if there is a significant difference in my utility consumption patterns due to usage or a rate change during the year, the equal billed amount may be adjusted and I will be notified by the NTPC Customer Care team in writing. I acknowledge that once per year my account will be "settled up" to reduce the balance owing to zero.

Pre-Authorized Payment Plan (EFT)
1) Transit # _____ Bank:# _____ Account# _____ **OR**
2) Credit Card # _____ Expiry ____ / ____ CVC _____
Name on Credit Card: _____

Pre-Authorized Payment Agreement:
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.*

Authorized Signature(s):

Date: _____

Date: _____

- When submitting this application, please remember to include:**
- A personalized cheque marked "void"
 - **Continue to make payments on your account in your usual manner until the Pre-Authorized Payment message appears on your utility bill.**