

Utility e-Billing

If you are a Town of Westlock utility customer, you can receive your bill by email instead of through the postal service:

To Register:

Send an email to

finance@westlock.ca

Subject line: Register for e-Bill

Include this information found on your utility bill:

- Name on the Utility Account
- Service Address
- Account Number
- Owner's phone number(s)
- Email address for bill delivery



Collection and use of personal information:

Personal information is collected under the authority of section 33(c) of *the Freedom of Information and Protection of Privacy Act* and will be used to manage and administer Town of Westlock's Utility Customer Billing Program. If you have any questions regarding the collection, use or disclosure of this information contact our office at 780-349-4444.

After you register:

Set your email filter to recognize this address as a valid safe sender: finance@westlock.ca for registration confirmation and e-Bill delivery. Your bill will be emailed in PDF format and will look the same as printed bills and contain the same information.

You will receive your first e-Bill on your next billing cycle starting for the month of April which will be sent by May 7, 2018. You will no longer receive a paper bill in the mail.

An e-Bill is a new way of delivering utility bills, not a new method of payment. You can continue to use the payment method of your choice. Payment due dates remain the same with an e-Bill as with a bill sent through the postal service. Non-receipt of your e-Bill is not justification for late payment and penalties will apply, as well as standard non-payment water shut off procedures.

New email?

If you change your email address, you must re-register.