



Utility (Water) Account ID Number Change Q&A

The Township of Oro-Medonte is migrating to a new utility billing system, which requires a change to account numbers for municipal and private (Freed Developments) water, wastewater and communal tile customers.

Correspondence advising of account number changes has been provided by regular mail to all property owners with utility accounts in the Township. The Township anticipates the first utility (water, wastewater, communal tile) bill, including the new account numbers, to be mailed to property owners in mid-October.

To assist with this transition, the Township encourages you to review the list of frequently asked questions below.

1. Why is the Township migrating to a new utility billing system resulting in a change to my utility account number?

The Township consistently strives to offer improved customer service options for residents, property owners, and businesses in Oro-Medonte. Migration to a new utility billing system is an integral component of the Township's goal to implement corporate-wide enhanced digital customer service opportunities as an added convenience to our residents.

2. The letter I received from the Township indicates to remove the decimal (.). Do I need to include the zeros (00) that are in my new account number when making payments through my financial institution?

Yes, please include the zeros (00) following the (.) when making payments through your financial institution. Your account number should be 8 digits long.

For example, 120156.00 should be entered as account number 12015600.

3. I have the Township of Oro-Medonte already saved as a payee on my financial institution's online banking system. Should I update my new account number?

Yes, delete the saved vendor account and re-register with your new account number. Please contact your financial institution directly for further assistance.

4. My financial institution is not accepting my new account number. What should I do?

All financial institutions have been informed of the account number change and should have updated their systems.

If the new account number is not accepted, delete your vendor account, and attempt to re-register with your new account number. Please contact your financial institution directly for further assistance.

5. Will I be required to update payment information with my financial institution for paying my property taxes as well?

No, payment for property taxes remains the same; only utility (water) accounts have been affected.

6. How do I find my new utility account number on my bill?

The account number for your utility payment can be located on your next utility bill on the top right-hand corner, as seen below.

Statement Date: October 14, 2022
Billing Period: July 1, 2022 - September 30, 2022
Your account number: 000020.00
For service at: 105 KING ST
Due Date: November 30, 2022

7. I pay my utility bill through the Township's Pre-Authorized Payment Program (PAPP). Am I required to change my individual account number?

No, if you are set up on the Township's PAPP, no further action is required.

Your financial institution will automatically withdraw funds as they have in the past as per the payment program authorization paperwork approved by you.

8. I would like to set myself up on the Township's Pre-Authorized Payment Program (PAPP). How can I do this?

Setting up payments through the Township's PAPP program is an easy and straightforward process.

Please see [Pre-Authorized Payments - Oro Medonte \(oro-medonte.ca\)](https://oro-medonte.ca) for details and contact the Finance department at 705-487-2171, if you have questions or require assistance.

9. I own multiple properties with utility accounts. Which properties does my new account number apply to?

Each individual property has been provided with a new utility account number. Please ensure you update account numbers for each property you own with your financial institution.

10. Has the billing cycle and due dates changed for utility services (water, wastewater, communal tile)?

No, billing cycles and due dates remain the same. Bills are issued quarterly, with payment due dates falling on the last business day of February, May, August, and November.