



**Paperless Billing**

Save paper... Save trees... Save the environment!

## RWWD Paperless Bill (e-Billing) Information

RWWD is now using e-billing as the primary method of utility statement and tax notice delivery. In the light of the concerns over the e-billing, the trustees have decided to defer its implementation to the third quarter billing cycle which is in July this year.

RWWD is taking advantage of several benefits that e-billing provides including but not limited to environmental sustainability and timesaving and cost-saving quarterly billing process. With RWWD's newly found ability to deliver e-bills, paper bills have been associated with additional costs such as labour, stationery and postage costs. In essence, RWWD is providing incentive to e-billing subscribers for supporting RWWD in its cost-saving efforts by not having to pay \$5 paper bill charge. Additionally, RWWD understands that there may be some factors that may hinder some residents for subscribing to e-billing. Hence, a request for exemption may be granted to residents who have valid reasons for receiving paper bills. The definition of 'valid reasons' is deemed unknown at this point and may become clearer as RWWD progresses with data gathering by way of the feedback received from the returned copies of the enclosed Paperless Bill Form.

Furthermore, the Ministry of Municipal Affairs clarified for us that by changing our primary billing method to Paperless (e-Billing), anyone who has not signed up or not returned the paperless bill form by email, mail or in person will be subject to the \$5 paper bill fee. Our hope is that no one will have to pay the \$5 fee.

RWWD would like to thank all residents who have supported the e-billing and those who will be supporting it going forward. Please note that choosing to sign up for e-Billing will not affect the accepted payment options. Residents will continue to have the options to pay via cheque, eTransfers (Interac using email address: [admin@rwwd.ca](mailto:admin@rwwd.ca)) and online/ telephone banking.