

CITY OF SURREY PROPERTY TAXES & ANNUAL UTILITIES

Pre-Authorized Pre-Payment Plan (PAPP) Terms and Conditions

IMPORTANT: Balances outstanding on the tax and annual utility due date will not be automatically withdrawn from your bank through PAPP, and must be paid by the due date in order to avoid a penalty.

PROPERTY TAX AND ANNUAL UTILITY NOTICES

Annual Utilities – Due April 2

The funds held in your PAPP account will be applied to your annual utilities in February.

Annual utility bills are issued in February, therefore your notice will not include the March 1st or April 1st withdrawal. **The amount indicated on the annual utility bill is the amount due.**

Property Taxes – Due July 2

The City will apply the accumulated balance in your PAPP account to your property taxes in May.

Property tax notices are issued in the last week of May and will show the final balance owing on your account.

It is the property owner's responsibility to claim the Home Owner Grant, if eligible, by the due date.

METERED UTILITIES

PAPP does not apply to Metered Utilities. If you are converting to metered utilities, please notify our office so your payment amount can be recalculated.

Search Auto Debit Payment plan on our website for more information.

MONTHLY PAYMENTS

The fixed monthly deduction is calculated by estimating next year's property taxes plus annual utilities, less the Home Owner Grant (if applicable). The amount will be automatically recalculated by the City every year unless a written request is received. You must make a separate payment for the final balance showing on the tax notice and claim the grant (if applicable) each year.

Changes to the monthly payment will be indicated on your annual property tax notice.

PAYMENT DATES

Pre-authorized payments will be debited on the 1st day of each month except for June and July.

The PAPP payment cycle starts on August 1st and ends May 1st each year for a maximum of 10 consecutive automatic withdrawals.

REQUESTING CHANGES

Customers must inform the City in writing 14 days prior to the next withdrawal for the following changes:

- property ownership
- bank account
- monthly withdrawal amount
- converting to metered utilities

SELLING YOUR PROPERTY

If you are selling the property, prepayments made under the plan must be adjusted through the sale of the property. The monies received on PAPP will stay with the property tax account.

The PAPP account is not transferrable between properties. Your current plan must be cancelled to avoid withdrawal from your previously owned property. A new application form along with a void cheque must be submitted for your new property.

DISHONORED PAYMENTS

Any payments not honored by your financial institution will be subject to a service charge on your PAPP account.

After two dishonored payments from your bank, your participation in PAPP will be cancelled.

REFUNDS

There are no refunds available on PAPP.

CANCELLATIONS

PAPP may be cancelled at any time with two weeks' written notice to Property and Payment Services.

CONTACT: City of Surrey, Property & Payment Services Section

Telephone: 604.591.4181 Email: PropertyTaxesAndUtilities@surrey.ca Website: www.surrey.ca/ptu