



**\*\*NOTICE OF AN IMPORTANT UTILITY CHANGE BYLAW 28-2017\*\***

This is notice that **effective August 16 2017 all new utility account setups will be in the property owner's name.**

If a property owner is a landlord and has a tenant (renter), they can provide the Town of Slave Lake written notice to add tenant (renter) to their utility account (customer change request form) and both the property owner and the tenant (renter) will receive copies of the utility bills.

All current active accounts prior to the August 16 2017 will not be affected by this change and will be maintained as before. This change only affects all new utility account setups going forward.

It is the property owner's responsibility to notify the Town of Slave Lake of any changes of the tenant (renter) so we can update the information on their account. Up to date information will help to ensure this will work for all involved and build a good working relationship between the Town and property owners.

Helpful information:

The website <http://www.slavelake.ca/formcenter> has utility forms you can complete and submit. The forms available are Customer Change Request, Utility Service Application (Setup), Request to Termination Utility Service (Termination), Enrollment in Digital Utility Billing (Paperless Billing) and Water Meter Appointment Request. This website is available 24/7.

If you have any inquires, you can also email [utilities@slavelake.ca](mailto:utilities@slavelake.ca).

We offer payment plans and preauthorized payment setup to make it easier to pay your utility account.

We also have expanded banking institutions making it easier to setup for online banking (Please note when setting up for online banking, remove the "." in your account number).

We also have budget plan option available in the system where it averages the annual usage of an account and allows users to have a consistent bill each month with an annual adjustment.

Thank you,

Town of Slave Lake  
780-849-8026  
[Utilities@slavelake.ca](mailto:Utilities@slavelake.ca)