



Do you have questions about how eBill works?

These *Frequently Asked Questions* may be helpful:

Q: How does eBill work?

A: eBill sends you a friendly notification each month when your utility bill is ready to view online under *My Utility Account*.

Once you've signed up for eBill you'll no longer receive a paper bill in the mail. Going green with digital eBill is convenient. It's better for the environment, eBill saves paper, and saves you time.

Q: Why sign up for eBill, why receive your utility bill *online*?

A: eBill gives you a convenient reminder to log on to your online utility account under *My Utility Account*. eBill is faster than regular mail, and it's environmentally friendly!

When you view your eBill online under *My Utility Account*, you can check the details of your monthly utility bill -- and you'll also have access to the last two years of your utility consumption and charges.

Q: Can I pay my utility bill online through eBill?

A: No. We do not currently have this functionality built into our website; however, we're continuously improving our services and we are considering adding an online payment feature in the future. You can however pay your utility bill online through your own financial institution - when you set that service up with them.

Q: I've signed up for *My Utility Account*; does this mean that I'm automatically signed up for eBill?

A: No, it's not quite automatic. *My Utility Account* and eBill are two separate services. It's easy to sign up for eBill. Follow the detailed eBill sign up instructions at saskatoon.ca/ebill

If you have other questions about signing up for eBill, please contact Corporate Revenue by emailing revenue@saskatoon.ca - or contact us at 306-974-2400, one of our staff will be pleased to assist you.