



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 eBill is convenient. It's better for the environment, saving paper, and saving 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'm already an eBill customer; will I also be entered into the eBill contest for a chance to win the early bird prize of a Samsung tablet, or the grand prize, a pair of 2017 season tickets to the Saskatchewan Rush Lacrosse Club?

A: Yes. Existing eBill customers will automatically be entered into the eBill contest. New customers who sign up for eBill June 15- November 30, 2016 are also entered in the eBill contest for a chance to win. The winner of the first draw is not eligible to win the second draw.

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 automatic. *My Utility Account* and eBill are two separate services. To be entered into the eBill contest, you must sign up for the eBill function (or be an existing eBill customer.) It's easy to sign up for eBill. Follow the detailed sign up instructions on the saskatoon.ca/ebillrush or saskatoon.ca/ebillcontest page.

If you have other questions about signing up for eBill, please contact Corporate Revenue by emailing revenue@saskatoon.ca - one of our staff will be happy to assist you.