

Red Deer County



COVID-19 MUNICIPAL UTILITY DEFERRAL PROGRAM

To assist County residents and business owners who are experiencing financial hardship as they weather the COVID-19 pandemic, Red Deer County is allowing those who are unable to pay their municipal utility bills to defer payments for a three month period.

What is a payment deferral?

When payment is deferred, it means County residents or business owners do not have to pay within the usual agreed-upon payment period. Red Deer County is deferring this deadline by three months through the end of June.

What utilities are included in the deferral program?

Municipal water, waste water, and/or curbside waste collection are included in the program.

Will I continue to receive a utility bill?

Residents and businesses will continue to be billed monthly for March, April and May, but will not be subject to service cut offs, penalties or transfer to tax bills for non or partial payments.

Will there be penalties for deferring payments or paying late?

No. If a customer defers payment, no penalties will be applied for the duration of the program.

How do I defer a payment?

Those wishing to defer payments do not need to enroll in the program as participation is automatic. Deferrals will be automatically applied to utility bills for the duration of the program. Red Deer County encourages anyone who is able to continue paying bills each month.

When do I have to pay?

The 90-day deferral program is designed to provide temporary financial relief, and everyone will still have to pay for their deferred utilities. While residents and businesses are not required to make any payments during the deferral period, Red Deer County is strongly encouraging those who are able to continue paying their utility bills in full or in smaller payments. Penalties and transfers to tax bills will continue as usual in July.

For more information on the deferral program, please visit rdcounty.ca or phone 403.350.2150.

www.rdcounty.ca | 403.350.2150

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