

EASTERN REGIONAL SERVICE BOARD PAYMENT POLICIES

Quarterly Payments: Due January 31, April 30, July 31, and October 31

The account holder is responsible to ensure that their payments are submitted on time.

Please note that if you are making a payment past a payment due date as outlined above, you need to: Include all payments including interest (if applicable) up to the date you are making your payment (i.e. If you are making your first quarterly payment on April 30, you will need to submit the January 31 payment plus the April 30 payment plus interest).

10 Equal Payments: Due the end of each month (January – October)

The account holder is responsible to ensure that their payments are submitted on time.

Please note that if you are making a payment past a payment due date as outlined above, you need to: Include all payments including interest (if applicable) up to the date you are making your payment (i.e. If you are paying your first of 10 payments on April 30, you will need to submit the Jan 31, Feb 28, March 31, and April 30 payments plus interest).

Credit Card Payments: You may use your credit card for payments; however, if you are not paying in full, you will have to contact our office with your credit card information for each payment you make. Eastern Regional Service Board will not retain a customer's credit card information.

Online Banking: Eastern Regional Service Board provides the convenience of accepting online payments from those customers who subscribe to online banking through either Scotiabank, (RBC) Royal Bank, CIBC, TD (Toronto Dominion), or (BMO) Bank of Montreal. You may choose to pay your fees through your bank's website by adding Eastern Waste Management or Eastern Regional Service Board as a payee. The account holder is responsible to ensure payments are made according to the payment schedule (full, quarterly, 10), otherwise interest will accrue.

Interest on Overdue Accounts: Interest of 1.75% monthly (simple) will be applied to all overdue accounts from January 1, 2019 onward. Prior to January 1, 2019, interest of 2% monthly (compounding) is applicable to all overdue accounts.

Delinquent Accounts:

- After 6 weeks, a Late Payment Reminder letter may be sent to remind you that your account is overdue.
- After 10 weeks, a Second Reminder letter may be sent to remind you that you must bring your account up to date to remain in good standing.
- After 14 weeks, a Final Notice may be sent to you demanding payment in full. If payment in full is not received after the Final Notice, a third party Collection Agency may be engaged and/or Small Claims Court. We sincerely hope that this will not be necessary.
- **To ensure that service fees are maintained at their current level, and to avoid high administrative costs, please note that amended invoices/statements/receipts will not be mailed out as each payment is received. The account holder is responsible to ensure that their payments are submitted on time.**

NSF Fee: A fee of \$20.00 will be applied to all payments that are returned to Eastern Regional Service Board for any reason, i.e. insufficient funds, account closed, stop payment, etc.

Account Changes: Any changes to your account i.e. sale of property, death, etc., must be directed to Eastern Regional Service Board. Please note that documentation may be required to make changes to accounts.

Garbage Collection Issues: Please direct any garbage collection issues to Eastern Regional Service Board at (709) 579-7960 or by email at info@ersbnl.ca.

Emergency: In the event of an emergency, call 911 or your local emergency responder/fire department.