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City of Kelowna

**MEMORANDUM**

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DATE: March 1, 2005  
FILE: 1860-01  
TO: City Manager  
FROM: Investments and Payroll Manager  
RE: **Change of Authorized Signatures on City of Kelowna Utility Billing Refund Account**

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**RECOMMENDATION:**

**THAT** Council approve a Banking Resolution authorizing the signatures of the following Accenture Business Systems for Utilities (ABSU) employees as valid when providing utility billing refunds from bank account number 2400-101-849-8.

Pam Payette  
Paulette Robbins  
Birgie Martell

**AND THAT** the Mayor and City Clerk be authorized to sign the necessary Banking Resolution as provided by the City's bank, Royal Bank of Canada.

**BACKGROUND:**

The City of Kelowna has a contract with Terasen Utility Services (TUS) to provide utility billing and customer care to the City of Kelowna's utility customers. TUS has contracted the work to ABSU and staff changes have made it necessary to change the names and signatures of those allowed to sign refund cheques provided to our customers.

Many events can trigger the need to issue refund cheques including but not limited to, the closing of accounts with credit balances resulting from the application of security deposits, accidental overpayments by customers where those overpayments will not be readily used via utility charges over coming months, or where the accidental overpayment has created a financial burden for a City customer.

ABSU staff are required to seek approval and authorization from City staff on any utility billing refund in excess of \$300.00.

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Lynn Walter  
Investments and Payroll Manager

Approved for inclusion

Paul Macklem, CMA  
Director of Financial Services

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