



“I didn’t get an email asking me for authorization”

You may have previously provided the Town of Crossfield with a different email address when you originally set up your Town account. The confirmation email will be sent to the email address on file with the Town. **This is to protect your information.**

Please ensure the email address you use during the registration process matches the one on file with the Town of Crossfield. If you have checked that inbox and junk/spam folder and still have not received the confirmation email, please contact our office.

“Only one of my accounts is visible to me, but I know I have more!”

Call us! And thank you for bringing this to our attention. Record management is important, and sometimes, without even knowing, we duplicate you in our system (think Fred vs. Fredrick). This is eventually caught, but it sure is helpful if you notice an error like this and bring it to our attention!

“I get this error message when I try and register for an account”

Registration Form

We have no account that matches the account number and name entered. Please contact the municipal office to complete your registration.

Email Address Email Address Confirm Email Confirm Email Address

You must enter the name on the bill **exactly** how you see it on the bill. The name must be in the format - **Last Name, First Name**
example: John Doe would be entered as DOE, JOHN

Look **here** on your utility bill to see how the name should be entered.

TOWN OF CROSSFIELD

P.O. BOX 600
CROSSFIELD, AB T0M 0S0
(403) 946-6666

UTILITY BILLING

BILLING DATE
September 25, 2023

Billing Period July 26, 2023 To September 25, 2023

NAME
BOB 500
CROSSFIELD, AB T0M 0S0
DOE, JOHN

SERVICE ADDRESS
Route 12 Sequence

LEGAL DESCRIPTION
Lot
Block
Plan

September 5 Previous Balance 54.72

Balance Forward 0.00 0.00

BASIC CHARGES

Total Basic Charges 0.00 0.00

G.S.T. R125810466

NOTE: This Utility bill is due into the Town of Crossfield no later than 4:00 pm Monday, October 16, 2023. Past due accounts are also subject to a 7% penalty.

AMOUNT NOW DUE 0.00

IMPORTANT MESSAGES
Preauthorized Utility Payments can be directly debited from your account on the due date of your bill.

****If your middle name is shown on the utility bill, enter it in the first name field as well.**

“Where is my credit card information stored”

Your credit card information is not stored by the Town of Crossfield. All payments are directed through Moneris.

