

Account number FAQ's

Has my City of Medicine Hat utility account number changed?

Ten years ago we changed to a new utility billing system, with new account numbers. We wanted to make sure payments reached the correct accounts so also created a process to automatically apply payments from old account numbers to new account numbers. This process has been in place since then.

Why is this problem now?

Now that we are installing a new cash system, all payments made to an incorrect account number will need to be manually transferred. We are still receiving over 1000 payments per month to these old account numbers.

What is my account number:

Your account number consists of two parts. The first 6 numbers (5xxxxx) refers to the address or property where the utilities are located. The last 7 numbers (1xxxxxx) is your customer number. This number will identify you as long as you are a city utility customer.

How do I fix this?

Please update the payee information on your online or telephone banking as reflected on your statement.