

February 18, 2021

MEMBERSHIP ADVISORY

RE: U-Pass Rebate and Summer 2021 U-Pass Program Cancellation

The UTM Students' Union (UTMSU) and the UTM Association of Graduate Students (UTMAGS) have successfully lobbied Mississauga MiWay for a partial rebate of the U-Pass fee for all undergraduate and graduate students who were charged for this service during the 2020-2021 academic year. In light of the ongoing pandemic and due to the decrease in student riders, MiWay has agreed to a \$95.00 rebate.

This rebate will be applied to each eligible students' ACORN account no later than February 28, 2021. If there are no unpaid charges remaining in a student's account, UofT (UT) will pay out the balance to students with direct deposit information on ACORN in March 2021. Those without direct deposit information on ACORN at that time can submit a refund request to info.studentaccounts@utoronto.ca. If you have unpaid charges in your ACORN account (such as outstanding tuition, residence, library fines, etc.), UT will apply the rebate against those charges. For additional support please read the Frequently Asked Questions below.

In addition, the UTMSU and UTMAGS in collaboration with MiWay have made the decision to cancel the Summer 2021 U-Pass Program and its associated fee. This decision was made in light of the ongoing pandemic, the slow rollout of vaccines by the provincial government and the fact that 83 percent of summer school classes are currently anticipated to be fully online. The UTMSU will be administering transit bursaries from May to August to support undergraduate students who choose in-person or hybrid summer classes.

The decision to continue the Fall/Winter 2021-2022 U-Pass Program will be made in April to allow for adequate planning.

During this time of continued difficulty, the UTMSU encourages members to explore and access various cost-saving services and events including but not limited to bursaries, mental health support, the food centre and more. To find out more please visit www.utmsu.ca. For additional support, questions, and assistance please read the [Frequently Asked Questions](#) section or please contact upass@utmsu.ca.

In Student Solidarity,
The UTMSU Executives



Frequently Asked Questions:

Who is eligible for this rebate?

All undergraduate and graduate UTM students will receive this partial refund, regardless if you collected a U-Pass this academic year.

Why am I not receiving a full refund for the U-Pass?

Since MiWay reinstated transit fares ahead of the Fall Semester and students are still using the U-Pass to travel across the city, MiWay would not agree to a full refund. Based on student usage, MiWay re-costed the program and agreed to a \$95.00 rebate.

What if I was only registered for the fall semester?

You will still be eligible for a partial rebate which will be lower than \$95. Please email upass@utmsu.ca for more information.

Do I still get a rebate if I picked up my U-Pass?

Yes, you will.

Why is the rebate being transferred via ACORN?

All eligible undergraduate and graduate students will be receiving the \$95.00 rebate. The rebate is being transferred via ACORN because the following situations make it difficult for the UTMSU to issue all 18,000 rebates:

- Electronic funds transfers (ETFs) expire if students perceive it as spam
- Cheques are stale-dated after six months. Cheques will need to be re-issued
- The UTMSU cannot electronically transfer money to students without Canadian bank accounts
- The UTMSU cannot mail out cheques to students living outside of Canada with no Canadian address
- Under any of these circumstances, students will not be able to receive their rebate until the summer or when they return to Canada

To ensure that the money is returned to you in a timely manner, transferring the rebate via ACORN is the most efficient way.

How will this show up on my ACORN invoice?

Your revised invoice will list the initial U-Pass fee in full, then a reversal of that initial fee (similar to a cancellation), then the adjusted cost reflecting the \$95.00 reduction. The invoice total should be \$95.00 less than it was before the rebate was approved.

Why is the rebate being used to pay off my owing balance on ACORN?

If you have a balance owing to the university (including outstanding tuition or residence fees from previous sessions), the rebate will automatically be used to pay the balance. This is in accordance with the University of Toronto's protocol on fee payments. When you are no longer enrolled, any remaining balance owed to you will be issued by the University as a [refund request](#). For additional information or support please contact Info.studentaccount@utoronto.ca.

How do I access the transit bursary?

The UTMSU advertises its bursaries through its website, newsletter and social media platforms. The transit bursary will be advertised during the Spring and Summer 2021 terms. Please visit our platforms to find out more.