

# City of Williamsburg

## Billing and Collections Division Bank Draft Authorization

Utility Account No. \_\_\_\_\_

Customer Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_, State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Bank Name \_\_\_\_\_

Bank Address \_\_\_\_\_

City \_\_\_\_\_, State \_\_\_\_\_ Zip \_\_\_\_\_

Checking Account No. \_\_\_\_\_

### Bank Draft Authorization

**I hereby authorize the City of Williamsburg to bank draft my checking account for Payment of my monthly water/sewer bills. I understand this authority shall remain in full force and effect until written notification of termination is received from me and the City of Williamsburg has a reasonable opportunity to process my cancellation request. I understand that nothing contained in this Authorization shall serve to reduce my obligation to pay my City of Williamsburg utility bill and that services may be disconnected should I fail to have sufficient funds in my designated account to cover the amount of the bill. Should my draft be dishonored by my financial institution the City of Williamsburg will no longer allow me to have drafts. I further understand that the name on the bank account to be drafted is the name that appears on the City of Williamsburg utility account. The attached voided check represents the account that is to be drafted.**

Date \_\_\_\_\_ Signed \_\_\_\_\_

(Attach blank, voided check here)

## **The City of Williamsburg Direct Payment Program**

With the City of Williamsburg free **Direct Payment Program**, customers can simplify monthly bill paying plus save time and money by having their water bill automatically withdrawn from their financial institution. There are benefits for our customers and The City of Williamsburg:

- \* No check to write
- \* No postage to pay
- \* No more monthly trips to pay water bill in person
- \* No more late fees
- \* Away from home, bill will be paid
- \* Eliminate lost payments
- \* Reduce administrative and clerical processing costs in our office

### **Direct Payment Program**

To sign up for the Direct Payment Program, an application must be completed and returned with a voided check on the account to be used for payment to The City of Williamsburg. The voided check will provide The City of Williamsburg with the information needed to set up a direct payment account.

Customers associated with the Direct Payment system will continue to receive a monthly bill. All customers will receive their monthly bill by the 1<sup>st</sup> of the month and should have ample time to review the bill and usage, plan for the automatic payment or contact The City of Williamsburg if there is a question about the bill. On the 15<sup>th</sup> of each month, The City of Williamsburg will deduct the total amount of the bill (water, sewer, and non-water balance if applicable) from the customer's account. If the deduction date falls on a weekend or holiday, the account will be debited on the next business day.

### **Terms of Direct Payment Agreement**

#### Availability of Funds

Customers are responsible for having enough money in the indicated account on the payment deduction date. If the transaction cannot be processed for any reason, a past due notice will be mailed and the customer must make payment at The City of Williamsburg, Clerk's office. Customers are responsible for all fees charged, should payment be returned for any non-payment reason. These fees may include late charges and non-payment fees. The Direct Payment service may be cancelled if two payments are returned in a six month period for non-payment.

#### Record of Payment

The amount and date of your automatic payment will be shown on the customer's regular bank statement, which is the proof of payment. If the amount differs from the bill, the customer must notify The City of Williamsburg and the financial institution.

#### Stop Payments

A customer must always advise The City of Williamsburg first of any request to stop payment. A customer may stop payment by notifying their financial institution at least three (3) business days prior to the payment. However, as when stop payment on a check is requested, the customer is responsible for any charges this may involve.

#### Account Change

To ensure timely payment, the customer must notify The City of Williamsburg of any banking account changes and submit a new application when an account change occurs plus be sure to leave old account open until first payment has been deducted from the new account.

#### Customer Termination

This authorization will remain in effect until The City of Williamsburg receives written notice from a customer ten (10) days prior to the cancellation date or until service has been terminated and the final bill is paid in full. Customers may send The City of Williamsburg a letter requesting cancellation of the Direct Payment service or visit The City of Williamsburg, Clerk's office to sign a cancellation form.

#### Program Termination

This program will remain in effect until The City of Williamsburg sends written notice to a customer thirty (30) days prior to the termination date of the program.