

AUTHORIZATION TO START ACH PAYMENTS

Name: _____
(As it appears on utility bill)

Service address of account: _____

Account Number on bill: _____

Bank Name: _____

Name as it appears on bank account: _____

Checking account number: _____

Routing number: _____

Customer contact phone number: _____

Please attach a voided check for verification.

I authorize City of Bedford Utilities to collect my monthly utility bill from the bank account listed above. ACH payment must be initiated five (5) working days before the due date.

I agree to the following Terms of Agreement.

Terms of Agreement

Payment Notice, Payment Date and Billing Questions

You will continue to receive a monthly statement. You will have ample time to plan for your automatic payment or contact us if there is a question about your bill. On your due date (5th) the payment will be deducted from your account. If your due date falls on a weekend or holiday, your account will be charged on the next business day.

Availability of Funds

You are responsible for having enough money in the indicated account on the payment date. If the transaction cannot be processed for any reason, a past due notice will then be mailed to you and the payment must be made at our office. You will be responsible for all fees charged should your payment be returned for any non-payment reason. (These fees may include late charges, non-payment fees, and collection fees.) Also, your automatic bank payment service may be cancelled if two payment are returned in a 12-month period for non-payment.

Record of Payment

The amount and date of your automatic payment will be shown on your regular bank statement. This is your proof of payment. If there is a question about a payment or if the amount differs from your bill for any reason, you must notify us and your financial institution within 60 days of the date on which the error is first reflected.

Account/Address Change

Please notify us of any account or address changes to ensure timely payments. You are responsible for submitting a new application when an account or address change occurs.

Termination

This authorization will remain in effect until we receive a written notice from you 5 days prior to cancellation date or until your service has been terminated and the final bill is paid in full. You may send us a letter requesting the cancellation of Automatic Bank Payment Service (ACH) or stop by our office and sign a cancellation form.

Stop Payments

You should always advise us first of any request to stop payment. You may stop payment by notifying your financial institution at least three business days prior to payment due date. However, as when you stop payment on a check, you are responsible for any charges this may involve.

Signature _____

Date: _____

Office use only

Start with bill due _____ 5th CSR Initials: _____

Date entered _____ Entered by: _____

Automatic Bank Payment Service (ACH) INFORMATION & TERMS

Sign up now for our automatic bank payment service (ACH). With our free automatic bank payment service, you can have your City of Bedford Utilities bill automatically paid from any participating bank, savings and loan, or credit union account. First call your financial institution to see if it is capable of receiving electronic transmissions. Then complete an "Authorization to start ACH payments" form.

All you have to do is make sure there is enough money in your account to cover the bills, and record the payments in your records.

With automatic bank payment, you keep control of your monthly payments. **You will continue to receive a monthly statement.** On the due date (5th) the payment will be deducted from your account. That gives you plenty of time to review the statement and call our office if you have any questions. If there is a bill error, call our office at (812)275-1626 and we will make every effort to correct it as soon as possible.

When you see "Bank Draft Memo – Do Not Remit" on your bill; you will know our Automated Bank Payment Service (ACH) is in effect.

You may cancel your automatic bank payment at any time you feel it is not working for you. We must receive written notification from you at least 5 working days prior to due date.

To sign up, fill out the ACH application form and return it to City of Bedford Utilities with a voided check or deposit slip.

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