

OPTIONAL AUTOMATIC BILL PAYMENT

Dear Customer

The City of St. Charles is pleased to offer Automatic Bill Payment to our utility customers. No more writing checks. No more mailing payments.

If you choose to enroll for automatic payment, you will continue to receive a monthly utility bill. The bill will provide the amount that will automatically be withdrawn. The automatic withdrawal will occur on the due date shown on your bill.

If you have any questions about the amount of your utility bill, contact the City of St. Charles Utility Billing and Collection office at least five (5) business days before the scheduled date of withdrawal. The amount that appears on the bill will be withdrawn from your bank account on the scheduled day unless you receive notification of a correction.

Your bank will continue to send you a monthly statement that will show the automatic withdrawal that paid your City utility bill. If for any reason the City receives notification of an invalid automatic withdrawal, it will be treated the same as a check returned unpaid by a bank. A disconnect notice will be issued, and the amount of the invalid withdrawal plus a \$20.00 fee will need to be paid by cash or money order.

If you wish to have your utility bills paid automatically, please complete and return the enclosed enrollment form to the City of St. Charles Utility Billing office. Also, return a *voided check* with the enrollment form.

Please note: If you receive any notification of a merger involving your bank, notify the City of the bank's new routing number so we can update your files and keep the system working efficiently.

If you have any questions or concerns, please call 630/377-4426 between 8:00 a.m. and 4:30 p.m. Monday through Friday.

**Sincerely,
City of St. Charles
Utility Billing Division**

**City of St. Charles
Enrollment Form
Automatic Utility Bill Payment**

Please Print

Name or names (as appears on utility bill)

Utility Bill Account Number

Service address

Billing address (if different than service address)

City, State, Zip

Home phone number

Daytime phone number

Bank or Financial Institutions name

Bank Account Number (indicate to which it belongs) → → → → →

Checking

Savings

Bank Routing Number

Auto Bill Pay Applicant Please Read: I (we) hereby authorize the city of St. Charles (hereinafter called "City") to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries made in error to the checking (savings) account specified by me above solely for the payment of my City utility bills. Additionally, I (we) authorize the financial institution named above to accept debit and or/credit entries initiated by Harris Bank for payment of my City utility bills to same checking (savings) account. Also, I (we) authorize the financial institution named above to pay my monthly City utility bill by charging each payment to the checking (savings) account specified by me above. I agree that each payment shall be the same as if it were an instrument personally signed and authorized by me in writing. In addition, I understand this authority is to remain in full force and effect until the City has received written notice of termination at least five (5) days prior to the due date on my bill. I understand that both the City and the financial institution named above reserve the right to terminate this payment plan or my participation therein. **Please note: this payment option is not associated with our payment portal. All changes need to be made directly through Utility Billing.**

I have read, understood and agreed to the terms of the automatic payment plan.

Date

Signature(s)

Please enclose a voided pre-printed check.