



Automatic Bill Payment for Water Bills

Frequently Asked Questions about the Automatic Bill Payments Program?

If you are like most residents, you're trying to simplify your life. The City's new Automatic Bill Payment program will help you do just that.

With Automatic Bill Payment, you can pay your water bill automatically through your participating bank, checking account, or credit union account.

Simply complete the attached form, return it to the Clerk's Office, and start taking advantage of the benefits ...

- never write another check for your water bills
- no more postage hassles
- no more late payments - they will always be on time whether you are home or away

With Automatic Bill Payment, you will continue to receive a quarterly billing statement, except your new statement will contain the notation:

"DO NOT PAY-AUTO PAY PLAN"

This shows your water bill payment will be automatically deducted from your account on the due date shown.

Automatic Bill Payment is simple. Just sign up, then make sure there is enough money in your account to cover the bill. After that, simply record the payment in your account records each time you receive a water bill.

Can I only pay my water bill with the Program?
Yes. Currently, you can only pay your water bill through this program. Credit card payments are not available at this time.

How long does it take to get in the Program?
Depending on when sign-up, most accounts are converted within 30-60 days. You should continue to pay your bill normally until you see the "DO NOT PAY-AUTO PAY PLAN" designation on your bill.

What if I have a question concerning the amount of my water bill? You should contact the Clerk's Department at (586) 725-2151 ext.111 at least 10 days before the due date on the bill in question.

What if there isn't enough money in my account?
If there are insufficient funds when the transfer is attempted (which will be the due date on your water bill), the City will assess a penalty and your financial institution (depending on their policy) may also assess a charge.

Can I withdraw from the program?
Yes. But you must notify the Clerk's Office in writing if you wish to discontinue your Auto Bill Pay Plan. Also, if you request a final water bill, your participation will automatically end.

How do I sign up?
It's easy. Just complete the attached form and return it (in a sealed envelope) to:

Marcella Shinska, City Clerk
City of New Baltimore
36535 Green Street
New Baltimore, MI 48047

That's It!

City Of New Baltimore — Automatic Bill Payment Authorization Form

Customer Name: _____ Water Acct. No.: _____

Service Address: _____ Sprinkling Meter No.: _____

Mailing Address: (if different) _____

Daytime Telephone (inc. area code) (_____) _____ ext. _____

Name of Financial Institution: _____ Institution Phone: (_____) _____

9-Digit ABA/Routing Number: _____ (attach a voided check)

Contact your financial institution to confirm your routing and account numbers.

Checking Account Number: _____

I authorize the City of New Baltimore Clerk's Office to deduct my payment from the checking account listed above to pay my quarterly water bill. I understand I can discontinue this service at any time by notifying the City of New Baltimore in writing. I also understand that my request for a final water bill will automatically end my participation in the program.

Signature: _____ Date _____