



*Mayor Robert F. Paul, III*  
*Mayor Pro-Tem Jules Olsman*  
*City Manager Amy Sullivan*

*Commissioner Allison Iversen*  
*Commissioner Jeff Jenks*  
*Commissioner Joe Rozell*

## **IMPORTANT NOTIFICATION**

Dear Residents,

We are pleased to announce you can now pay your water bills via direct debit of your checking or savings account, similar to the convenience offered by many utility companies. Please call the Treasurer's Office if you have any additional questions.

How Does Direct Payment Work?

- You will still receive a water bill statement indicating the amount due and the due date.
- The bill will state "Do Not Pay, Payment Made by Direct Payment"
- On the due date, the payment is drafted from your account to pay the bill in full. The bill statement and your bank statement will serve as your receipt.
- No worries about missing a deadline and paying a late fee, the payments are made on time – your bill is deducted from your account on the due date.

How Do I Enroll?

- Enrollment is easy. Simply complete Steps 1- 4 on the Direct Payment Enrollment Form and return the completed and signed form to the Treasurer's Office.
- Then, continue to pay as you normally would until you receive notification on your bill that the service is active.
- Once you sign-up your enrollment will stay effective until you send a written notice to the Treasurer's Office to discontinue this service.
- Important! This is not a method for one time on-line payment.

Do I Have To Pay a Fee For This Service?

- The City does not charge a fee for this service; however, if a payment is returned "insufficient funds" or "account closed" there will be a \$25 service fee just like a returned check.

What If I Change Banks?

- If you change banks, you will need to complete a new enrollment form and allow approximately 30 days for the change to go into effect. If we do not receive a notice in writing of the change in banks – and your payment is returned "insufficient funds" or "account closed" there will be a \$25 service fee.



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