



City of Canal Winchester Utility Billing

Add or Update Auto-Pay Information

Utility Customer Information

Full Name: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

Account Number: _____
Account number listed on your water bill

Phone: _____ Email _____

- Set up automatic payments Cancel automatic payments Make changes to automatic payments

Changes to customer accounts, including requests for automatic recurring payments may take up to two billing cycles to take effect. **Please note: Automatic recurring payments will be debited from your bank account on the first day of the month in which your bill is due.**

Bank Account Information

- Checking Savings

Bank Name: _____

Routing Number: _____

Account Number: _____

Instructions

Banking information is confidential. To set up or make changes to automatic payments, please print form, then complete with bank information and return by mail, fax, or in person to: City of Canal Winchester, Attn: Utility Billing 45 East Waterloo Street Canal Winchester, OH 43110

Fax: 14-837-0145

For security reasons, please do not share bank account information online or through email.

Signature

All requests to set up or change automatic payments will require a printed, signed form. I certify that I have read and agree to the Terms and Conditions.

Signature _____

Date: _____

Terms and Conditions

CITY OF CANAL WINCHESTER

TERMS AND CONDITIONS FOR AUTO PAYMENTS

Customers may elect to pay utility bills by auto debit ("Auto Pay"). The direct pay service automatically deducts the utility bill amount from a bank account designated when a customer enrolls. By enrolling in auto payments, you agree to the following:

- Completion of the enrollment process may take up to 2 billing cycles.
- To qualify for Auto Pay, accounts must be in good credit standing with the City, must remain current, and must have a balance of \$0.00 at the time of application.
- The City reserves the right to refuse Auto Pay to anyone for just cause, as determined by the Finance Director, which may include, but is not limited to, fraudulent or unauthorized use.
- The City is not responsible for incorrect banking information.
- The customer's regular utility bill serves as advance notice of the amount to be drafted. Customers are responsible for reviewing each utility bill for accuracy. Any disputes or changes must be communicated to the City prior to the bill's due date.
- Any disputed amount or other discrepancy may be adjusted with the City and reflected on the customer's next regular bill.
- Should funds not be made available by the designated financial institution, the Auto Pay participation may be terminated. In such a case, the customer may also be subject to penalty charges, including but not limited to, any late payment fees and a \$25.00 fee for non-sufficient funds.
- The City is not responsible for overdrawing accounts or any associated fees charged by the customer's financial institution.
- Changes in financial institutions or account number require submission of a new form. Please allow at least 2 billing cycles for changes to take effect.
- Auto Pay will continue until the City receives a written request to cancel the Auto Pay service. Cancellation may take up to 2 billing cycles/business days to complete. Any payments already in the drafting process at the time of the notice may not be terminated.

The City reserves the right to change the program or terminate participation at any time. Notice of changes effecting the draft process, terms or conditions may be changed without notice. Customers should check the terms and conditions periodically for any changes.