



# CITY OF EAST GRAND RAPIDS

## AUTOMATIC BILL PAYMENT ENROLLMENT FORM

**#1** Complete the contact information requested below (please print):

Name (as shown on your bill) \_\_\_\_\_

Service Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_ Daytime Phone ( \_\_\_\_ ) \_\_\_\_\_

Email Address \_\_\_\_\_ (to enroll in Paperless Billing - your bill emailed to you instead of mailed)

**#2** Provide your signature for authorization:

I authorize the City of East Grand Rapids to deduct my payment from the checking or savings account listed below. I understand that I control my payments and if at any time I decide to discontinue this payment service I will notify the City in writing. I will also notify the City in writing if my e-mail address changes. I understand all information provided will remain confidential.

THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE

Signature \_\_\_\_\_ Date \_\_\_\_\_

**#3** Provide the required financial information below:

To ensure the correct account number is used for this electronic payment and to obtain the ABA/routing number, PLEASE CONTACT YOUR FINANCIAL INSTITUTION.

Name of Financial Institution \_\_\_\_\_

ABA/routing number \_\_\_\_ -- \_\_\_\_ --

Checking Acct # \_\_\_\_\_ or Savings Acct # \_\_\_\_\_

**#4** Complete this section and remove this panel to keep for your records:

On (insert today's date) \_\_\_\_\_ I authorized the City of East Grand Rapids to withdraw my payment using the following financial institution information. I need to allow up to 60 days for Automatic Bill Payment to go into effect.

Financial Institution Name: \_\_\_\_\_

Account Number: \_\_\_\_\_  Checking or  Savings (check one)



# CITY OF EAST GRAND RAPIDS

## AUTOMATIC BILL PAYMENT FREQUENTLY ASKED QUESTIONS

**Q How does Automatic Bill Payment work?**

A Mail or drop off your completed form (steps 1-3) to City Hall. Once set-up, the City of East Grand Rapids will withdraw your payment automatically on the due date. Allow up to 60 days for automatic bill payments to become effective. Continue to pay as you normally would until your statement shows that you have been signed up for Automatic Bill Payment-then stop sending payments.

**Q How will I know the amount of my bill?**

A The City will send a billing statement at least 14 days before it is due indicating the variable amount. Your automatic payment will be reflected on your next checking/savings account statement.

**Q Is there a charge for the service?**

A No. The Automatic Bill Payment Plan is offered by the City of East Grand Rapids free of charge. Most financial institutions do not charge for the service. Contact your financial institution to be sure.

**Q Can payments be withdrawn from a savings account?**

A Yes, however some savings and money market accounts have a limit. Consider these limits when signing up for Automatic Bill Payment and consult your financial institution for more information about your specific account.

**Q What if I have a question about my bill?**

A Contact the City at 949-2110.

**Q What if I need to make a change?**

A If you change your checking/savings account, a new enrollment form will be required. Again, allow up to 60 days for processing. If you decide to cancel your participation in the plan, simply call or write the City of East Grand Rapids.

**Q What is Paperless Billing?**

A Residents can help reduce costs and conserve resources by having their monthly water/sewer bill emailed instead of sent by postal mail. You are still responsible for the bill and any late fees incurred, even if the email does not reach you. Until you know the emails are being received properly, make sure your bill is received and paid by the 30<sup>th</sup> of each month.