

# AUTOMATIC WATER/SEWER BILL PAYMENT ENROLLMENT FORM

**\*\*FORM MUST BE RECEIVED 7-10 BUSINESS DAYS PRIOR TO DUE DATE TO BE WITHDRAWN AUTOMATICALLY\*\***

NEW ENROLLMENT

CHANGE ENROLLMENT INFORMATION

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

**NAME:** \_\_\_\_\_

**CITY OF TROY SERVICE ADDRESS:** \_\_\_\_\_

**DAYTIME PHONE:** \_\_\_\_\_

**WATER/SEWER BILL ACCOUNT NUMBER(S):** \_\_\_\_\_ (7 DIGITS)

\_\_\_\_\_

2. Provide your signature for authorization:

I hereby authorize the City of Troy to deduct my water/sewer bill payment from my checking or savings account listed below. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. **I understand that I control my payments and if at any time I decide to discontinue this service I will submit the "Cancellation Form" directly to the City of Troy Treasurer's Office.** If the balance in my account is not sufficient to cover the electronic payment, a \$25 NSF fee will be added to my account in addition to the late penalty and I will be terminated from the program. All information will remain confidential.

### THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE

**Signature (Required):** \_\_\_\_\_ **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 for assistance.

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

**ABA/Routing Number** \_\_\_\_\_

**Checking Account #** \_\_\_\_\_

**OR**

**Savings Account #** \_\_\_\_\_

4. Completed form **MUST** be sent to :      City of Troy Treasurer's Office  
500 W. Big Beaver  
Troy, MI 48084  
**OR**  
fax to: 248-524-3328

# CITY OF TROY AUTOMATIC WATER/SEWER BILL PAYMENT

## FREQUENTLY ASKED QUESTIONS

### **What is Automatic Bill Payment?**

Customers can authorize the City of Troy to automatically withdraw water and sewer payments electronically from a customer's checking or savings account on the due date. Customers receive the quarterly bill in advance before the payment is deducted. No checks...no postage...no late payments...no hassles.

**Automatic Bill Payment is free and easy to use. For more information, please call 248.524.3333 or visit our website [www.troymi.gov](http://www.troymi.gov).**

### **How does the customer enroll in the Automatic Bill Payment program?**

Customer completes steps 1-4 on the Automatic Bill Payment Form and returns it to the City of Troy Treasurer's Office, 500 W. Big Beaver, Troy, MI 48084.

### **How long does it take to get on the plan?**

As long as the enrollment form is received 7-10 business days prior to your due date, it will be applied to the current bill. Please follow up with Treasurer's Office to confirm that your form was received.

### **How will the customer know the amount of the bill?**

Customers will continue to receive the quarterly statement before the payments are deducted from their accounts. Water/sewer bill amounts fluctuate quarterly. This should be taken into consideration when submitting an enrollment form for Automatic Bill Payment.

### **How does the customer know that the bill has been paid?**

Each bill paid by Automatic Bill Payment will be clearly itemized on the next billing statement and on your financial institution account statement. Payments are processed on the 15<sup>th</sup> of the month due or the next business day if the 15<sup>th</sup> falls on a weekend or holiday.

### **What if a customer changes financial institutions?**

The customer must complete a new enrollment form.

### **Can a customer withdraw from the program?**

Yes. The customer can complete the Cancellation Form and return it to the Treasurer's Office.

### **Can the customer be cancelled from the program?**

Yes. The customer is cancelled immediately upon receipt of an Automatic Bill Payment returned for insufficient funds or incorrect account number.

### **Can Final Reads be paid through Automatic Bill Payment?**

No. Final Reads must be paid by check or cash. A request for a Final Read automatically will cancel a customer from Automatic Bill Payment.

### **Who can I contact for more information about Automatic Bill Payment?**

Contact the City of Troy Treasurer's Office at 248.524.3333.