



Automatic Payment Program, City of Tallahassee Utilities

Thank you for your interest in our “Auto Pay Program”. This participation is simple, convenient and free. Each month, during the billing process, your account will be credited for the monthly billing (consumption) and any outstanding charges. Therefore, your account is paid in full at the time of billing. The funds will not be debited from your bank account for at least 27 days after the bill date. Therefore, you have almost 4 weeks to review your bill for accuracy prior to the actual draft.

You will continue to receive your utility bill just as you have been in the past. Please review your bill and contact our Customer Service division at 850-891-4968 with any billing questions. Generally, past due amounts will be drafted and considered paid. However, there may be special circumstances that require payment of past due billings prior to beginning the bank draft program. Reviewing the bill will alert you as to what amount has been billed, paid and what amount will be drafted.

We will contact (“pre-note”) your financial information, in order to test our communication with your bank. This should verify the information is correct and valid. Approximately 2 weeks is needed to complete the “pre-note” process and your account may have billed and drafted prior to your responding. We will attempt to clear up in bank-related issues for you but we may require your assistance in some cases. Therefore, a daytime phone is very important when completing the enrollment form.

Once Auto Pay is activated on your account the utility bill remittance will state: “Funds for the bank draft amount will be automatically withdrawn from / charged to your bank account after MM-DD-YY (for example 02-01-06) - Do not send any payment”. Likewise, the amount to be drafted will be identified in the TOTAL BANK DRAFT AMOUNT field which replaces the TOTAL AMOUNT DUE field.

Draft items (payment request to Bank) that are rejected or returned as unpaid by your bank (insufficient funds, account closed, etc.) are treated as a Returned or NSF checks. A service charge will be assessed and failure to make the payment good by a prescribed date will result in utility service interruption.

If you have any questions concerning this program or need any additional information, please give us a call during regular working hours (8:00 AM-5:00PM) at (850) 891-8464.

Thank you for your interest and participation in this program. Please complete the form provided, and return the completed form to:

City of Tallahassee
300 South Adams St.
Revenue Division Box A-4
Tallahassee, FL 32301-1761.

**AUTHORIZATION TO PAY CITY UTILITY BILLS THROUGH THE
AUTOMATIC PAYMENT PROGRAM (AUTO PAY)**

Name on Utility Account _____

Name on Bank Account _____

Daytime Phone# _____

(Please print name as it appears on your bank statement)

Service Address _____

City Utility Account # _____

Name of Financial Institution _____

Location _____

(Address, City, State and Phone Number of Financial Institution)

Checking Account # (Include any leading zeros) _____

ABA or Routing Number (9 digits) _____

Please verify with your bank that the account information is correct. With some financial institutions the checking or members account may vary for electronic debiting.

THIS FORM MUST ACCOMPANIED BY A VOIDED CHECK

I authorize the above named financial institution to charge my checking account the amount of any City of Tallahassee utility bill and to make the deduction payable to the order of the City of Tallahassee. In making this authorization, I agree that each payment shall be the same as if it were an instrument personally signed by me. This authority is to remain in effect until revoked by me in writing. In addition, I have the right to stop payment of a charge by timely notification. I also understand that both the financial institution and the City of Tallahassee reserve the right to terminate this payment option (or my participation within).

Date: _____ Signature: _____