



# Automatic Bill Payment for Water Bills

If you are like most residents, you're trying to simplify your life. The City's new Automatic Bill Payment program will help you do just that.

With Automatic Bill Payment, you can pay your water bill automatically through your participating bank, savings and loan, or credit union account. Simply complete the attached form, return it to the Treasurer's Office, and start taking advantage of the benefits . . .

- never write another check for your water bills
- no more postage hassles
- no more trips to City Hall
- no more late payments – they will always be on time whether you are home or away

With Automatic Bill Payment, you will continue to receive a bi-monthly billing statement, except your new statement will contain the notation:

### "DO NOT PAY—AUTO PAY PLAN"

This shows your water bill payment will be automatically deducted from your account on the due date shown.

Automatic Bill Payment is simple. Just sign up, then make sure there is enough money in your account to cover the bill. After that, simply record the payment in your account records each time you receive a water bill.

**That's it!**

# Frequently Asked Questions about the Automatic Bill Payment

**Can I only pay my water bill with the Program?**  
Yes. Currently, you can only pay your water bill through this program.

**How long does it take to get in the Program?**  
Depending on when you sign up, most accounts are converted within 30-60 days. You should continue to pay your bill normally until you see the "DO NOT PAY – AUTO PAY PLAN" designation on your bill.

**What if I have a question concerning the amount of my water bill?**  
You should contact the Water Department at (313) 791-3450 at least 10 days before the due date on the bill in question.

**What if there isn't enough money in my account?**  
If there are insufficient funds when the transfer is attempted (which will be the due date on your water bill), the City may assess a penalty and your financial institution (depending on their policy) may also assess a charge.

**Can I withdraw from the program?**  
Yes. But you must notify the Water Department in writing if you wish to discontinue your Auto Bill Payment Plan. Also, if you request a final water bill, your participation will automatically end.

**How do I sign up?**  
It's easy. Just complete the attached form and return it (in a sealed envelope) to:

**John J. Riley II, Treasurer**  
City of Dearborn Heights  
6045 Fenton  
Dearborn Heights, MI 48127

Detach here before sending

## City of Dearborn Heights – Automatic Bill Payment Authorization Form

Customer Name: \_\_\_\_\_ Water Account No. \_\_\_\_\_

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

Mailing Address (if different): \_\_\_\_\_

Daytime Telephone (include area code): ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ ext. \_\_\_\_\_

Name of Financial Institution: \_\_\_\_\_ Institution's Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

9-Digit ABA/Routing Number: \_\_\_\_\_

Contact your financial institution to confirm your routing and account numbers.

CHECK  Checking Account Number: \_\_\_\_\_

ONE:  Savings Account Number: \_\_\_\_\_

I authorize the City of Dearborn Heights Treasurer's Office to deduct my payment from the checking/savings account listed above to pay my bi-monthly water bill. I understand I can discontinue this payment service at any time by notifying the City of Dearborn Heights in writing. I also understand that my request for a final water bill will automatically end my participation in the program.

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