

## **AutoPay** AUTHORIZATION AGREEMENT FOR PREARRANGED PAYMENTS (ACH DEBITS)

COMPANY NAME: **Town of Gilbert Utility Department**

I (we) hereby authorize the **Town of Gilbert**, to initiate debit entries to my checking account.

NAME OF BANK \_\_\_\_\_

BANK ACCOUNT # \_\_\_\_\_

BANK ROUTING# \_\_\_\_\_

This authority is to remain in full force until the Town of Gilbert and DEPOSITORY have received written notification from me (or either of us) of its termination in such time and in such manner as to afford the Town of Gilbert and DEPOSITORY a reasonable opportunity to act on it. I (or either of us) have the right to stop payment of a debit entry by notification to DEPOSITORY at such time to afford DEPOSITORY a reasonable opportunity to act on it prior to charging account. After account has been charged, I have the right to have the amount of the erroneous debit immediately credited to my account by DEPOSITORY, provided I (we) send written notice of such debit entry in error to DEPOSITORY within 15 days following the issuance of the account statement or 45 days after posting, whichever occurs first.

NAME(S) \_\_\_\_\_

UTILITY ACCOUNT# \_\_\_\_\_

DATE \_\_\_\_\_

SIGNED X \_\_\_\_\_

SIGNED X \_\_\_\_\_

**Please enclose the above form with a voided check to: Town of Gilbert Utility Department, 50 E. Civic Center Drive, Gilbert, AZ 85296 or fax to 480-503-6180**



# AUTO PAY PLAN



## **AUTOPAY PLAN**

### **Frequently Asked Questions**

*The Town of Gilbert offers an automatic payment plan that provides you the convenience of having your utility bill paid directly by your financial institution at no cost to you; it's called AutoPay.*

#### *How does AutoPay work?*

With AutoPay, your financial institution withdraws the payment automatically each month from your checking or savings account.

You will continue to receive your statement by mail. It will identify you as an AutoPay customer. Your payment will be deducted from your checking or savings account on or after your due date.

#### *How will AutoPay benefit me?*

Becoming an AutoPay customer means you will have one less check to write each month; your account will be paid automatically. You will no longer need to be concerned with mailing or delivering your payment in person.

#### *What should I do if my bank account number changes or I change financial institutions?*

Simply contact the Utility Department at (480) 503-6800 to request a new enrollment form.

#### *Can I become ineligible for this program?*

If your financial institution returns two payment requests as a result of non-sufficient funds within a 12 month period, you will become ineligible for AutoPay.

#### *How will I know when I have been enrolled?*

Once your enrollment is confirmed, your statement will read, *Do Not Pay. This amount will be deducted from your account on or after 00/00/00.* These messages will confirm that you are actively enrolled in the AutoPay Plan and no longer need to send a payment.

#### *May I discontinue this service?*

You can cancel your AutoPay authorization at any time by contacting our Utility Department at (480) 503-6800. Please allow for reasonable processing time.

#### *How can I enroll in AutoPay?*

Simply complete the enrollment form on the backside of this flyer. Your enrollment form can be mailed or faxed to:

**TOWN OF GILBERT  
Utility Department  
50 E. Civic Center Drive  
Gilbert, AZ 85296  
Fax 480-503-6180**

**Do not return this form with  
your payment.**

For more information, please contact our Utility Department at (480) 503-6800.

To request a new enrollment form, contact the Utility Department at (480) 503-6800. For faster service visit our website at [www.ci.gilbert.az.us](http://www.ci.gilbert.az.us) to download a copy of the enrollment form. Enrollment forms are also available at our office during normal business hours.

