

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****FORM MUST BE RECEIVED 7-10 BUSINESS DAYS PRIOR TO DUE DATE TO BE WITHDRAWN AUTOMATICALLY****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

NAME: _____

CITY OF TROY SERVICE ADDRESS: _____

DAYTIME PHONE: _____

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

EMAIL ADDRESS (PLEASE PRINT CLEARLY): _____

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 7-10 business days prior to the due date.** If the balance in my account is not sufficient to cover the electronic payment, a \$35 NSF fee will be added to my account in addition to the late penalty and I will be terminated from the program.

THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE

Handwritten 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 #: _____

Checking Account #: _____

OR

Savings Account #: _____

4. Return completed form - Mail: City of Troy Treasurer's Office
500 W Big Beaver Rd
Troy, MI 48084

Email: Treasury@troymi.gov

Fax: 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.

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 15th of the month due or the next business day if the 15th falls on a weekend or holiday.

What if a customer changes financial institution?

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. Cancellation form must be received 7-10 business days prior to due date to apply to current bill.

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, incorrect account number, stopped payment, etc.

Can Final Reads be paid through Automatic Bill Payment?

No. Final Reads must be paid by check, cash, card or e-check (card & e-check payment online only). A request for a Final Read automatically cancels 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.