

# Shelby Township Department of Public Works

## Automatic Bill Payment Information Sheet

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

Instead of writing checks, mailing payments or paying bills in person, customers can authorize the Shelby Twp. DPW to withdraw payments electronically from their checking/savings account.

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

Customers complete the Automatic Bill Payment Enrollment Form and include a \$2.00 check payable to Shelby Twp. DPW along with their financial institution routing number.

### **When does Automatic Bill Payment begin?**

The Shelby Twp. DPW will begin using Automatic Bill Payment January 1, 2006.

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

Customers may sign up for the plan at any time, and depending on the timing of the customer's quarterly bill, most will be converted to Automatic Bill Payment within 30-60 days. Water bills should continue to be paid as they normally would until they are notified on the water billing statement of the automatic payment date.

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

Customers will be sent quarterly statements at least 20 days before the payments will be deducted from their accounts. Water bill amounts will fluctuate quarterly, and Shelby Twp. customers should take this into consideration when signing up 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 their financial institution account statement. The next quarterly billing statement sent by the Shelby Twp. DPW will show a zero past due balance.

### **Is there a charge for Automatic Bill Payment?**

Yes. The Shelby Twp DPW will charge each account a \$2.00 enrollment fee plus a \$.35 per transaction fee. Most financial institutions don't charge for this service. If a customer isn't sure, they should check with their financial institution.

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

Yes. The customer should write to the Department of Public Works to cancel enrollment.

### **Can the customer be canceled from the program by The Shelby Twp. DPW?**

Yes. The customer may be canceled immediately upon receipt of the second Automatic Bill Payment returned for insufficient funds.

### **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 will automatically cancel a customer from Automatic Bill Payment.

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

The phone number for the Shelby Twp. DPW is (586) 731-5990.

# Shelby Township Department of Public Works

## Automatic Bill Payment Enrollment Form

FOLLOW THE 5 EASY STEPS TO SETTING UP DIRECT PAYMENT OF YOUR WATER/SEWER BILL.

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

**Name:** \_\_\_\_\_

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

**Mailing Address:** \_\_\_\_\_

**Daytime Phone:** \_\_\_\_\_

**Water Billing Account Number:** \_\_\_ - \_\_\_\_ - \_\_\_\_\_ - \_\_\_ - \_\_\_ (9 digits)

2. Provide your signature for authorization:

I authorize The Shelby Township Department of Public Works to deduct my water utility billing payments from my checking/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 notify the township directly. I also understand that I am responsible for a \$.35 transaction fee. If the balance in my account is not sufficient to cover the dollar value of the debit entry, a \$25.00 NSF fee will be added to my account, and may result in termination of the program. All information will remain confidential.

***THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE***

Signature: \_\_\_\_\_ 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.

**Financial institution:** \_\_\_\_\_ **Branch:** \_\_\_\_\_

**ABA/Routing number:** \_\_\_\_\_  
(nine digit number may be located in the lower left corner of your check)

**Checking/Savings Acct. #:** \_\_\_\_\_

4. Include an enrollment fee check for \$2.00 payable to Shelby Twp DPW.
5. Photocopy this form and return original to:

The Shelby Township Department of Public Works  
6333 23 Mile Rd.  
Shelby Twp. MI 48316