



Automatic Bill Payment through ACH Deduction

The City of Monroe now offers customers the option of paying their utility bill electronically. Funds are transferred from the customer's checking accounting directly to the City to pay for all services that are on the City's utility bill. Here's how it works:

How do I sign up for electronic payments? Simply complete the authorization form and return it to the City **along with a voided check**. This will help ensure that your transactions are appropriately posted.

When are the bills paid? Payments are deducted on the due date each month, which is stated on your utility bill.

How does it work? The City of Monroe's bank will instruct your bank to deduct the entire amount of your utility bill from your checking account. Your bank will deduct your payment amount and forward the payment electronically to the City of Monroe's bank.

How can I be sure that the bill was actually paid? The payments will be shown on your monthly statement from your financial institution.

Will I receive a notice of payment due from the City of Monroe each month? Yes. The City will continue to mail your utility bills to you as usual. However, in the message box on the bill it will clearly state that your account has been set up to have payments made electronically.

If I don't have a check or receipt, how can I prove I have paid my bill? Your monthly statement from your financial institution will include information on the payments that you have made, including the name of the payee, the amount of the payment, and the date it was paid.

What if the amount of the payment notice from the bank is incorrect or I want to dispute my bill? If you have questions or concerns regarding your bill or the amount due, you should contact the Utility Billing Department at 513-539-7374 extension 1002.

What if I no longer want to pay my bill by electronic payment? You must notify the Utility Billing Department **30 days in advance by writing** that you want to stop paying your bills electronically.



Authorization Agreement for ACH Automatic Payment

Customer Information

Name _____
(as it appears on your bank account)

Mailing Address: _____

City, State, Zip: _____

Daytime Phone Number _____

Service/Account Address (if different from above) _____

Utility Account Number _____

Financial Institution Information

Your Financial Institution's Name _____

Checking ABA Routing# _____ Checking Account # _____
(FIRST SET OF NUMBERS AT THE BOTTOM OF CHECK) (Attach Voided Check)

Bank Address _____

Bank Phone Number _____

Authorization

I hereby authorize the City of Monroe to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries in error to my (our) checking account indicated above. This authority is to remain in full force and effect until written notice from me has been received by the company in such a manner as to afford reasonable time to act on it.

Date: _____ Signature _____

PLEASE ENCLOSE A VOIDED CHECK WITH THIS APPLICATION FOR PROCESSING.

**233 South Main Street, P.O. Box 330, Monroe, Ohio 45050
(513) 539-7374 extension 1002**