

# AUTOMATED BILL PAYMENT FOR CITY UTILITY SERVICES CUSTOMERS

Signing up for our Automated Bill Payment service offers you an easy and convenient way to ensure your water, sewer, and trash/recycling bills are paid automatically each month. You qualify if you have a valid checking or savings account. To help you decide if the Automated Bill Payment is best for you, here is some of the most requested information.

## How does Automated Bill Payment work?

Once you complete the attached application and return it to us, we'll make arrangements with your bank or credit union to apply each month's City Utility Services bill directly against your checking or savings account. The money will be electronically deducted and sent to the City of Tucson.

## What's in it for me?

You'll save time and money: no checks to write, no postage to pay or trips to make to a payment station, and no need to arrange for someone to pay your City Utility Services bill when you go on vacation.

## Will I continue to receive a City Utility Services Statement?

Yes, you'll still receive a statement for your records. The statement also will include the date the payment will be deducted from your account.

## How soon can I start?

If you return your application with this month's bill, your City Utility Services bill will be paid within two months of this application. Your statement will clearly indicate when the service starts and provide a reminder to no longer send in a check now that you have enrolled in automatic bill payment.

## What if I have more than one water, sewer, or trash/recycling account with the City?

All of your accounts will be included if you sign up for the Automatic Bill Payment plan. If you are being billed for more than one property, separate line items will appear on your bank statement.

## What happens if I don't have sufficient funds in my bank account to cover the bill?

If your account does not have sufficient funds to cover your monthly bill, you will be assessed a special processing fee of \$28.00 to cover our additional expenses. Your bank or credit union may also assess an overdraft charge. If you have questions about the charges on your City Utility Services statement call our Customer Service Office at 520 791-3242.

## How do I sign up?

Fill in the attached form. Contact your financial institution and ask for your ABA Transit Number and record it in the space provided. Attach a voided check or a savings deposit slip. Sign the application and select the option of mailing it with your City Utility Services payment for this month, faxing it to 520-791-5466, or e-mailing a scanned copy to [tw\\_autopay@tucsonaz.gov](mailto:tw_autopay@tucsonaz.gov).

For more information, call Tucson Water Customer Service at 520-791-3242 or 520-791-2639 (TDD) or visit our web page at [water.tucsonaz.gov/water/customer-service-billing](http://water.tucsonaz.gov/water/customer-service-billing).

CUT ALONG DOTTED LINE AND SEND IN WITH YOUR PAYMENT (ALONG WITH VOIDED CHECK OR SAVING DEPOSIT SLIP)

### AUTOMATED BILL PAYMENT APPLICATION AND AGREEMENT

Name (AS SHOWN ON CITY UTILITY SERVICES STATEMENT) \_\_\_\_\_  
City Utility Services Account Number(s) \_\_\_\_\_  
Service Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Daytime phone \_\_\_\_\_  
Debit My: \_\_\_\_\_ Checking Account (ATTACH VOIDED CHECK) \_\_\_\_\_ Savings Account (ATTACH DEPOSIT SLIP)  
Name (AS SHOWN ON CHECKING OR SAVINGS ACCOUNT) \_\_\_\_\_  
Account Number \_\_\_\_\_ ABA Transit Number \_\_\_\_\_  
Financial Institution \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Financial Institution phone \_\_\_\_\_

I hereby authorize the City of Tucson and the financial institution designated above to charge the account I have specified for payment of my City Utility Services bill. I understand that a fee will be charged to my account for each request returned for insufficient funds. In addition, I understand both the financial institution and the City of Tucson reserve the right to terminate this payment plan and/or my participation therein. Should I choose to withdraw from the plan, I will notify the City of Tucson at 520-791-3242.

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

