

CITY OF MOBRIDGE
Automatic Bill Payment Program
Utility Customer Policy and Procedure Agreement

A customer who would like to participate in the City of Mobridge's Automatic Bill Payment Program agrees to the following terms and conditions:

- ❖ The customer's utility account must be current - with no past due balance - to be considered for the Automatic Bill Payment Program.
- ❖ Funds will be withdrawn from the customer's bank account no earlier than the 7th of each month. The amount withdrawn will be the amount due shown on the utility billing statement.
- ❖ A utility billing statement will be mailed for each payment due. It is the customer's responsibility to review each utility statement for accuracy. The customer should notify the utility billing office of any Automatic Bill Payment changes prior to the billing statement's due date. If the customer has a high bill complaint, Automatic Bill Payment will continue. A bill correction will create an adjustment that will be reflected on a future bill.
- ❖ To cancel participation in the Automatic Bill Payment Program, customers must submit written notification to the City of Mobridge. Cancellation instructions may take several days to implement and authorized withdrawals may occur prior to a customer's cancellation of the Automatic Bill Payment Program. A cancellation notice must include the utility account numbers associated with the Automatic Bill Payment Program. Notification should be to the attention of the Deputy Finance Officer, City of Mobridge, 114 1st Ave E, Mobridge, SD 57601.
- ❖ Closing bills will be sent to customers for payment. Funds will not be automatically withdrawn for payment of closing bills. Customers must personally make payment for closing bills.
- ❖ A new application for the Automatic Bill Payment Program must be filed whenever a customer makes a change in utility service or in bank account information.
- ❖ The City of Mobridge imposes a handling fee of \$30 for all unpaid items returned from the bank. Unpaid items returned from the customer's bank may be cause for removal from the Automatic Bill Payment Program.

- ❖ **Please watch your utility bill for verification that you have been enrolled in the Automatic Bill Payment program. Once you have been enrolled, there will be a note on the bill indicating that you do not need to pay it. Until that time, please continue to make payments as normal.**

CITY OF MOBRIDGE
Authorization Agreement for
Automatic Bill Payment

I hereby authorize the City of Mobridge to automatically withdraw funds from the bank account and financial institution identified below, and accept such withdrawals for payment on my utility account(s) specified below. Once approved, my participation in the City of Mobridge's Automatic Bill Payment Program will remain in force until canceled by written notification or upon the closing of my water, sewer and garbage account. I understand that cancellation instructions may take several days to implement and that authorized withdrawals from my bank may occur prior to cancellation of my participation in the Automatic Bill Payment Program. My signature on this form indicates my understanding of and agreement to the City of Mobridge Automatic Bill Payment Program Policies and Procedures.

Name _____ Date _____

Service Address _____

Mailing Address, if different _____

Signature _____

Daytime Phone # _____

Name of Financial Institution _____

Bank Routing Number _____

Bank Account Number _____

Type of Bank Account (circle one): Checking Savings

Please attach a voided check and return this form to:

City of Mobridge
Attn: Direct Pay
114 1st Ave E
Mobridge, SD 57601