

### **What is a Bank Draft?**

It's the Department of Water Resources automated bill payment service. We will draft your bank account for the balance due on your account as of the due date. We do all the work for you!

### **How much will it cost?**

This service is absolutely free to all of our customers. With this method of payment, customers save money!

### **How does it save money?**

Statistically, 70 percent of our customers pay late fees. Most of us have busy lifestyles that make it difficult to keep track of which bills have been paid. Bank draft customers avoid late payment penalties, and eliminate the risk of service being disconnected should they forget to pay a bill, or have a check get lost in the mail. Plus you save on postage and bank check processing fees!

### **How do I sign up?**

Simply cut out the form to the right, and complete the information requested. Mail or drop off the completed form and a VOIDED original check from your bank account. **It's just that simple!**

### **When will the draft begin?**

It takes approximately 3 business days for the draft to be set up once we receive the valid required documentation. The draft will begin with the bill due date following the set up.

### **How will I know when a draft has been made?**

You will continue to receive a bill each month just as you do now. You will see a note on the bill reminding you "Do Not Pay - Automatically Deducted". The draft will occur on the due date shown on the bill. You will also see the deduction reflected on your bank statement each month.

### **What if I think my bill has an error?**

Once you receive your bill each month, you will have several weeks before the draft occurs to call us with any questions you may have. If there is an error, or you have a high bill due to a leak, we will be able to assist you with any problems before the funds are deducted from your account.

### **What if I close my water account?**

Your final bill will be drafted. You will receive a final bill that will reflect your charges up to the closing date.

### **What if I change banks?**

Complete this form and check the box regarding changing banks. Please send this this form along with a copy of the voided check.

### **What if I want to discontinue using the bank draft service?**

Please fill out a Stop Bank Draft Form, which can be found on our website ([www.gainesville.org](http://www.gainesville.org)) or in the lobby at 757 Queen City Parkway. Send the form in to us and we will discontinue the service for you within 3 business days.

Revised 7/15

### **Authorization Agreement for Prearranged Payments (Debits)**

I hereby authorize the City of Gainesville to debit my account automatically for payment of my monthly department of water resources bill. This authorization will remain in effect until I notify the City in writing that I no longer desire this service, allowing the City reasonable time to act on my notification.

I understand the City will continue to send me a monthly bill and that my bank account will be drafted for the total amount due on the account as of the due date. I further understand that the City may impose a processing fee if there are insufficient bank funds on the day of the draft. I also understand that if my draft is returned unpaid, my draft service will be discontinued.

### **Water Rescourses Account Information:**

Name on Account \_\_\_\_\_

Account Number \_\_\_\_\_

Service Address \_\_\_\_\_

Please check here if already on bank draft but changing banks

### **Bank Account Information:**

Account Holder Name \_\_\_\_\_

Bank Name \_\_\_\_\_

Branch \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Type of Account:

Checking  Savings

Bank Routing/Transit # \_\_\_\_\_

Bank Account # \_\_\_\_\_

Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_

**Bank Account Holder's**

**Signature** \_\_\_\_\_

Date \_\_\_\_\_

*For Internal Use Only:*

*Received By:* \_\_\_\_\_

*Date Received:* \_\_\_\_\_

*Entered By:* \_\_\_\_\_

*Date Entered:* \_\_\_\_\_

**NOW . . . .**

**there's an easier way to pay your monthly water utility bill.**

- \* No check
- \* No envelope
- \* No postage costs
- \* No late payment penalties
- \* No service interruption
- \* No bank processing fees
- \* No lost payments
- \* No vacation or business trip worries about bill payment

Means **TOTAL PEACE OF MIND!!**

**HOW ??**

**With Automated Bank Draft!**

**QUESTIONS...COMMENTS?**

Call Customer Service  
Monday - Friday, 8 a.m. to 5 p.m.  
770-535-6878

**Mailing Address**

757 Queen City Parkway SW  
Gainesville, GA 30501

See our Website at [www.gainesville.org](http://www.gainesville.org) to see other payment options.



Visit our Web Site: [www.gainesville.org](http://www.gainesville.org)

**HMMMM . . .**  
**DID I**  
**or**  
**DIDN'T I ?**

**DON'T WORRY . . . YOU PAID YOUR  
MONTHLY UTILITY BILL ON TIME  
WITH AUTOMATED BANK DRAFT !**

***THE CITY OF GAINESVILLE***  
***DEPARTMENT OF WATER RESOURCES***