

What is a Bank Draft?

It's the Public Utility Department's 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 the completed form and a VOIDED original check from your bank account, along with you next water payment. Please be sure the water stub return address shows through the envelope window. Or, simply drop the form and a voided check at one of our payment windows. **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?

Simply call Customer Service Monday through Friday, 7 a.m. to 6 p.m. at 770-535-6878, and we will assist you with making the necessary change.

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) 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.

Authorization Agreement for Prearranged Payments (Debits)

I hereby authorize the City of Gainesville (the City) to debit my account automatically for payment of my monthly public utilities 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.

Public Utilities Account Information:

Name on Account _____
Account Number _____
Service Address _____

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, 7 a.m. to 6 p.m.

770-535-6878



Visit our Web Site: 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
PUBLIC UTILITIES DEPARTMENT