

## CITY OF ST CLAIR AUTOMATIC WATER/SEWER BILL PAYMENT

### FREQUENTLY ASKED QUESTIONS

#### What is Automatic Bill Payment?

Customers can authorize the City of St Clair to automatically withdraw water and sewer payments electronically from a customer's checking or savings account on the due date. Customers receive the quarterly bill in advance before the payment is deducted. No checks...no postage...no late payments...no hassles. **Automatic Bill Payment is free and easy to use. For more information, please call 810-329-7121 or visit our website [www.cityofstclair.com](http://www.cityofstclair.com).**

#### How does the customer enroll in the Automatic Bill Payment program?

Customer completes steps 1-4 on the Automatic Bill Payment Form and returns it to the City of St Clair Treasurer's Office, 547 N Carney Dr, St Clair, MI 48079.

#### How long does it take to get on the plan?

As long as the enrollment form is received 7-10 business days prior to your due date, it will be applied to the current bill. Please follow up with Treasurer's Office to confirm that your form was received.

#### How will the customer know the amount of the bill?

Customers will continue to receive the quarterly statement before the payments are deducted from their accounts. Water/sewer bill amounts fluctuate quarterly. This should be taken into consideration when submitting an enrollment form for Automatic Bill Payment.

#### How does the customer know that the bill has been paid?

Each bill paid by Automatic Bill Payment will be clearly itemized on the next billing statement and on your financial institution account statement. Payments will be processed on the due date.

#### What if a customer changes financial institution?

The customer must complete a new enrollment form.

#### Can a customer withdraw from the program?

Yes. The customer can complete the Cancellation Form and return it to the Treasurer's Office.

#### Can the customer be cancelled from the program?

Yes. The customer is cancelled immediately upon receipt of an Automatic Bill Payment returned for insufficient funds or incorrect account number.

#### Can Final Reads be paid through Automatic Bill Payment?

No. Final Reads must be paid by check or cash. A request for a Final Read automatically will cancel a customer from Automatic Bill Payment

## AUTOMATIC WATER/SEWER BILL PAYMENT ENROLLMENT FORM

\*\*FORM MUST BE RECEIVED 7-10 BUSINESS DAYS PRIOR TO DUE DATE TO BE WITHDRAWN AUTOMATICALLY\*\*

- NEW ENROLLMENT
- CHANGE ENROLLMENT INFORMATION

### PLEASE ENCLOSE A VOIDED CHECK OR SAVINGS DEPOSIT SLIP WITH THIS FORM

1. Complete the contact information requested below (please print):

NAME: \_\_\_\_\_  
CITY OF ST CLAIR SERVICE ADDRESS: \_\_\_\_\_  
DAYTIME PHONE: \_\_\_\_\_  
WATER/SEWER BILL ACCOUNT NUMBER(S): \_\_\_\_\_ (9 DIGITS)  
\_\_\_\_\_

2. Provide your signature for authorization:

I hereby authorize the City of St Clair to deduct my water/sewer bill payment from my checking or savings account listed below. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law. I understand that I control my payments and if at any time I decide to discontinue this service I will submit the "Cancellation Form" directly to the City of St Clair Treasurer's Office. If the balance in my account is not sufficient to cover the electronic payment, a \$35 NSF fee will be added to my account in addition to the late penalty and I could be terminated from the program. All information will remain confidential.

### THIS FORM CANNOT BE PROCESSED WITHOUT YOUR SIGNATURE

Signature (Required): \_\_\_\_\_ Date: \_\_\_\_\_

3. Provide the required financial information below:

To ensure the correct account number is used for this electronic payment and to obtain the ABA/routing number, please contact your financial institution for assistance.

**Name of Financial Institution** \_\_\_\_\_

**ABA/Routing Number** \_\_\_\_\_

**Checking Account #** \_\_\_\_\_ OR

**Savings Account #** \_\_\_\_\_

4. Completed form **MUST** be sent to:

City of St Clair Treasurer's Office  
547 N Carney Dr  
St Clair, MI 48079  
OR  
Fax to: 810-329-7997

# City of St Clair

## CANCEL AUTOMATIC WATER/SEWER BILL PAYMENT

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Water/Sewer Account Number: \_\_\_\_\_

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

Signature (Required): \_\_\_\_\_

**\*\*Effective date of cancellation will be the date form is received\*\***

**\*\*Form must be received 7-10 business days prior to due date\*\***

Completed form **MUST** be sent to:      City of St Clair Treasurer's Office  
547 N Carney Dr  
St Clair, MI 48079  
OR  
FAX to: 810-329-7997

Please call City of St Clair with any questions concerning this form: 810-329-7121

