



### Automatic Payment Plan is Here!

Now you can pay your utility bill from your checking or savings account automatically - no checks to write, stamps to buy, or late payments. It's free, fast and completely hassle free!

#### Q. How do I sign up?

A. It's easy. Simply complete and return the attached authorization form, and **include a voided check** (for checking accounts) or **deposit slip** (for savings accounts).

#### Q. How soon will the Automatic Payment Plan start?

A. It usually begins two billing cycles after we receive your authorization. (Banks encourage a "dry run" for the first billing cycle to make sure it works properly). Please continue to pay your bill as usual **until** the message "**DO NOT PAY – AUTOMATIC BANK WITHDRAWAL AT DUE DATE**" appears on the bottom of your bill.

#### Q. If I don't sign up right now, will I be able to enroll later?

A. Yes. Simply call us at (763) 531-1214 and we will send you an authorization form. Keep in mind it will then take **two billing cycles** from that time before the automatic payment plan is effective.

Updated 12/17/14

#### Q. How can I be sure my bill has been paid?

A. Your monthly bank statement will clearly reflect the automatic payment.

#### Q. What if I have a question about my bill?

A. Simply call the City utility billing department at (763) 531-1214.

#### Q. Is there a charge for this service?

A. No. The City does not charge you for automatic payments and you enjoy the savings of no postage to mail your bills.

#### Q. What if I change banks or accounts?

A. Just call us at (763) 531-1214. We'll send you a new authorization form to complete.

#### Q. What if I try the automatic payment plan and don't like it?

A. You can cancel your authorization for automatic payments at any time by notifying us in writing but once you've enjoyed the convenience of the automatic payment plan, we doubt you'd want to go back to paying bills the hard way.

#### Q. When will the payment be transferred from my checking or savings account?

A. It will be deducted from your bank account **on the due date**. Non-sufficient funds will be treated as a returned check and charged a \$30.00 return fee.

### AUTOMATIC PAYMENT PLAN AUTHORIZATION FORM

Please enroll me/us in the City of Robbinsdale's Automatic Payment Program. I/we authorize the City to collect payment on my/our utility bill by initiating debit entries -(deductions) to the bank account shown on the attached **voided check (for checking account) or deposit slip (for savings account)**.

I/we understand that this authorization will continue in force unless discontinued by my/our written request.

Utilities Account No. (Not your bank account no.)  
\_\_\_\_\_  
Service address:  
\_\_\_\_\_

(1) Signature \_\_\_\_\_  
(2) Signature \_\_\_\_\_  
(If joint bank account)  
Date: \_\_\_\_\_  
Check One  
Checking: \_\_\_\_\_ Savings: \_\_\_\_\_

Attach Voided Check (for checking account) or Deposit Slip (for savings account) and return form to:

City of Robbinsdale  
Attn: Utility Billing  
4100 Lakeview Ave N  
Robbinsdale, MN 55422