

CITY OF ROSEVILLE – WATER DEPARTMENT

29777 GRATIOT AVE
ROSEVILLE, MI 48066
586-445-5460

AUTOMATIC BILL PAYMENT

With our free Automatic Bill Payment Service, you can have your water bill automatically paid from any participating bank, savings and loan or credit union account. Just complete the attached form, return it to us and start enjoying these benefits:

- ☞ No check to write. No postage to pay.
- ☞ No more trips to pay your bill in person.
- ☞ Whether you are away on a trip or sick at home, your water bill will be paid and your credit protected.
- ☞ No more embarrassments about forgetting to pay.

All you have to do is make sure there is enough money in your account to cover the bill, and record the payment in your records.

With Automatic Bill Payment, you keep control of your water bill payments. You will continue to receive a quarterly billing statement with a notation stating "AUTOBILL DO NOT PAY". Your payment will automatically deduct from your account on the due date.

FREQUENTLY ASKED QUESTIONS

How long does it take to get on the plan? Depending on when you sign up, most accounts will be converted before your next quarterly bill. You should continue to pay normally until you are notified on your water bill.

When will the payment be deducted from my account? Depending on weekends and holidays, the payment may come out up to 3 days prior to the due date.

What if I have a question concerning the amount of my bill? You should call, write or e-mail the Water Billing Office as soon as possible.

What if there is not enough money in my account? If the payment is not honored by your bank, it will be treated just like a check and a Return Check fee of \$40.00 will be charged along with the amount of your bill.

Can I withdraw from the program? Yes, you must notify the Water Billing Office in writing **at least one week prior to the due date to discontinue the service.**

How do I sign up? Just complete the enrollment form and attach a cancelled/voided check or bank letter and return to us at Roseville Water Department 29777 Gratiot Ave Roseville, MI 48066 or email to wateroffice@roseville-mi.gov. We cannot process your application without the necessary paperwork.

CUSTOMER NAME _____

SERVICE ADDRESS _____

MAILING ADDRESS (IF DIFFERENT) _____ STATE/ZIP _____

DAYTIME PHONE NUMBER _____

NAME OF FINANCIAL
INSTITUTION _____

NINE DIGIT ABA/ROUTING NUMBER _____

CHECKING ACCOUNT NUMBER _____ OR SAVINGS ACCOUNT NUMBER _____
(INCLUDE VOIDED/CANCELLED CHECK OR BANK LETTER, THE ACH CANNOT BE SET UP WITHOUT IT)

I authorize the City of Roseville Water Department to deduct my payment from the bank account listed. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify the City of Roseville Water Department in writing at least **two business days prior to the due date.**

Signature _____ Date _____