

<b>For Office Use Only:</b>	
Date Rec'd	_____
Date Entered	_____
By:	_____

## Automatic Utility Bill Payment Program

### Automatic Clearing House (ACH) Draft Agreement

To sign up for the City of Savannah Utilities Automatic Bank Draft, please follow the guidelines below:

1. Complete this Bank Draft Agreement application.
2. Include a voided check. NO deposit slips or temporary checks will be accepted.
3. Return the application and voided check to City of Savannah Utility Services Division located at 132 E. Broughton Street, Savannah, GA 31401 or mail the application and voided check to P.O. Box 1968, Savannah, GA 31402.
4. For security reasons and account protection, all new and updated applications will be subject to the pre-note process. This process requires 4-6 weeks before the first draft from your bank account. You must continue to make regular bill payments until program enrollment process is complete.
5. Your checking account will be automatically drafted with the total amount due on the due date each month. The words AUTOMATIC BANK DRAFT will appear on your bi-monthly utility bill as notice of program enrollment.
6. If a draft is declined by your bank, your utility account will be subject to late/service fees and possible service termination. After two returns, for any reason, from your bank, the automatic bank draft will be discontinued.

**Name(s) on the Account** \_\_\_\_\_

**Water Service Address** \_\_\_\_\_

**Water Account Number(s)** \_\_\_\_\_

I (we) hereby authorize the City of Savannah Utility Services Division to (check one):

**INITIATE**
                         
  **CHANGE**
                         
  **TERMINATE**

debit entries to my (our) checking account at the bank named on the attached voided check.

This account is to remain in full force and effect until the City of Savannah has received written notice from me (either of us) of its termination. Notification to terminate ACH draft must be submitted at least seven (7) business days prior to due date.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE ATTACH A VOIDED CHECK TO THIS FORM**

132 E. Broughton Street • P.O. Box 1968, Savannah, GA 31402

Phone (912) 651-6460 Fax (912) 650-7892

## Automatic Utility Bill Payment Program

### Frequently Asked Questions (FAQs)

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#### **How do I sign up for this program?**

Instructions for the Automatic Utility Bill Payment Program are stated on the draft agreement form.

#### **Will I receive notice before you draft my bank account?**

Yes, you will receive a normal bill. Your checking account will not be drafted until the due date that appears on the bill. There will be a message on your bill noting that you are enrolled in the Automatic Utility Bill Payment Program.

#### **What happens if I have a leak or bill adjustment?**

You should contact the Utility Services Customer Service Office at (912) 651-6460 to discuss your bill. If your account is adjusted prior to the bill due date, the adjusted amount will be drafted from your account.

#### **Do you have a budget billing program?**

We do not offer a budget billing program at this time.

#### **Can I make payments on-line?**

We are not able to accept on-line payments at this time.

#### **If I can't pay my entire bill, will you draft a partial payment from my checking account?**

No. We are only able to draft the entire amount due on your bill from your bank account.

#### **Can I temporarily suspend draft from my bank account?**

Yes, participation in the Automatic Utility Bill Payment Program can be suspended temporarily. Notification to suspend ACH draft must be submitted at least seven (7) business days prior to due date. Any unpaid utility account balances will be subject to late/service fees and may result in possible service termination.