



### **Automatic Bill Payment**

Are you still paying your water bill by writing a check? Have you ever been charged a late penalty or been notified of possible shut off because you forgot to pay your water bill? Did you know you could have your bill automatically paid through the Automated Clearing House (ACH)?

ACH is a payment system that allows individual customers to make payments without the use of paper checks. ACH has been in use since the 1970's so it is well established as a secure, reliable standard for making electronic payments.

### **It's more secure than paper checks.**

In addition to account information, paper checks contain names, addresses, phone numbers and occasionally even Social Security numbers. Paper checks can be lost, stolen, or fraudulently replicated. Few people view electronic checks and ACH payments never get lost in the mail!

### **ACH cost less.**

When you pay the City by check we manually process that check. This includes sorting and opening the mail, typing in the payment information to our computer system, preparing payments for deposit to the bank, etc. etc. Very labor intensive, very expensive. With ACH the City receives an electronic file that is automatically posted to your account by computer with little to no human intervention.

### **But you say you already pay your bill "online".**

The vast majority of online payments made through your bank or a bill payer service are NOT sent electronically. Instead, PAPER checks are sent through the mail and are subject to being lost, stolen or delayed (last December the average number of days from initiating an online payment to delivery of that paper check to City Hall was 12 days due to the holidays).

### **Do it!**

So if you believe in efficient, cost effective government, you can help us out and at the same time ensure secure, accurate and timely payment of your utility bill. Just fill out the form below and attach a voided check. If you are uncomfortable mailing it to us bring it in to City Hall our helpful service people will take care of it for you. Thanks for helping us to be more efficient in serving you!

**Note: Attach a voided check. ACH payments are made the last business day of each month.**

Utility Account # \_\_\_\_\_

I hereby authorize the City of Monroe Utility Billing Department to initiate debit entries to my account identified on the attached voided check and the bank to debit the same to my account. This authority is to remain in full force and effect until City and bank have received written notification from me of its termination in such time and in such manner as to afford City and bank a reasonable opportunity to act on it. I have the right to stop payment of a debit entry by notification to the bank at least three days prior to my next payment. In case of an erroneous debit, provided I supply notice to the bank within 60 days of receiving my account statement, the bank must investigate and resolve the error within 45 days, but if it has not done so within 10 days, my account will be credited for the amount in question while it finishes the investigation.

\_\_\_\_\_  
Customer Name (print)

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

Mail to: City of Monroe, 806 West Main Street, Monroe, WA 98272