

INTRODUCING....A NEW WAY TO MAKE YOUR WATER BILL PAYING CONVENIENT!!!

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 payments 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 "DO NOT PAY; AUTOMATIC BILL PAYMENT PLAN". 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.

What if I have a question concerning the amount of my bill? You should call, write or e-mail the Water Billing Office 10 days prior to the due date of your bill. We will see that your account is not debited until your question is satisfactorily answered.

What if there is not enough money in my account? You should have enough time to deposit money into your account, as the deduction does not take place until the due date of your bill. If there are insufficient funds, 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 should notify the Water Billing Office in writing to discontinue the service.

How do I sign up? Just complete the enrollment form and attach a cancelled check or deposit slip (for your account number and ABA Routing number) and return the form to us at Roseville Water Department--PO Box 290--Roseville, MI 48066

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 _____
(ENCLOSE VOIDED/CANCELLED CHECK)

I authorize the City of Roseville Water Department to deduct my payment from the checking or savings 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.

Signature _____ Date _____