

There's an easier way to pay your monthly city utility bill.

- No Check
- No Envelope
- No postage costs
- No late payment penalties
- No service interruption
- No bank processing fees
- No lost payments
- No need to worry while on vacations or business trips

Means TOTAL PEACE OF MIND!!

### HOW?

**With Automatic Bank Draft!**

#### QUESTIONS OR COMMENTS?

Contact City Hall  
Monday-Friday 8 a.m. to 5 p.m.  
706-754-4216

Mail to:  
City of Clarkesville  
PO Box 21  
Clarkesville, GA 30523

Visit our website: [www.clarkesvillega.com](http://www.clarkesvillega.com)



***AUTOMATIC  
BANK DRAFT***

*Keep Forgetting to Pay That  
Utility Bill?*

*Tired of Paying Those Pesky  
Late Fees?*

*Sign up For Automatic Bank  
Draft Today and Never Pay  
Another Late Fee!*

## Authorization Agreement for Bank Draft Payments

I hereby authorize the City of Clarkesville to debit my bank account automatically for payment of my monthly public utilities bill. This authorization will remain in effect until I notify the City in writing that I no longer desire this service, allowing the City reasonable time to act on my notification.

I understand the City will continue to send me a monthly bill and that my bank account will be drafted on the 15<sup>th</sup>, or Monday following, of every month for the total amount due on the account as of the due date. I further understand that the City may impose a processing fee if there are insufficient bank funds on the day of the draft. I also understand that if my draft is returned unpaid, my draft service will be discontinued until the balance is paid. I understand that if there are two returned bank drafts or checks in a twelve month period, I will be permanently removed from bank draft and no checks or online payments will be accepted.

### Public Utilities Account Information

Name on Utility Account: \_\_\_\_\_

Utility Account No.: \_\_\_\_\_

### Bank Account Information

Bank Acct Holder Name: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Type of Account  
\_\_\_\_\_ Checking \_\_\_\_\_ Savings

Bank Routing No.: \_\_\_\_\_

Bank Account No.: \_\_\_\_\_

First Draft to Occur on the 15<sup>th</sup> of: \_\_\_\_\_

Bank Account Holder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**\*PLEASE ATTATCH A VOIDED CHECK\***

- **What is a Bank Draft?**

It's the Public Utility Department's automated bill payment service. We will draft your bank account for the balance due on your account as of the due date. We do all the work for you!

- **How much will it cost?**

This service is absolutely free to all of our customers. With this method of payment, customers save money!

- **How does it save money?**

Statistically, 20 percent of our customers pay late fees. Most of us have busy lifestyles that make it difficult to keep track of which bills have been paid. Bank draft customers avoid late payment penalties, and eliminate the risk of service being disconnected should they forget to pay a bill, or have a check get lost in the mail. Plus you save on postage and bank check processing fees!

- **How do I sign up?**

Simply cut out the form to the right and complete the information requested. Mail the completed form back to City Hall or simply drop in and talk to one of our friendly Utility Billing Clerks.

**It's just that simple!**

- **When will the draft begin?**

If the authorization is received by the 10<sup>th</sup> of the month, we can begin drafting your account that month. All bills are drafted on, or as close to the 15<sup>th</sup> as possible. If the 15<sup>th</sup> falls on a weekend, drafts will be processed for the following Monday.

- **How will I know when a draft has been made?**

You will continue to receive a bill each month just as you do now. You will see the reminder "TO DRAFT ON THE 15<sup>TH</sup>" on the top portion of your bill, just above the box that shows your account number and the total due. You will also see the deduction reflected on your bank statement each month.

- **What if I think my bill has an error?**

Once you receive your bill each month, you will have two weeks before the draft occurs to call us with any questions you may have. If there is an error, or you have a high bill due to a leak, we will be able to assist you with any problems before the funds are deducted from your account.

- **What if I need to discontinue using the bank draft service?**

You can temporarily discontinue bank draft by contacting City Hall. To permanently discontinue bank draft service, you will need to fill out a Stop Bank Draft Form. This form can be obtained by coming into City Hall or requesting one via fax, mail or email. PLEASE NOTE THAT ALL DISCONTINUE REQUESTS MUST BE RECEIVED IN OUR OFFICE NO LATER THAN THE 10<sup>TH</sup> OF EVERY MONTH IN ORDER TO STOP THE DRAFT FOR THE CURRENT BILL.

- **What if I close my water account?**

Your final bill will **NOT** be drafted from your bank account. If there is any money owed after your deposit has been applied, a bill will be sent to your new address, if supplied, and you will be responsible for prompt payment.

- **What if I change banks?**

Simply fill out a new form and return it to City Hall no later than the 10<sup>th</sup> of the month.

- **What if my draft does not clear the bank and is returned?**

The charges will be added back to the account along with a \$25 returned bank draft fee. You will be removed from bank draft until this balance is paid in full and you confirm to our office that you would like to remain on bank draft. **IF THERE ARE TWO RETURNED BANK DRAFTS IN A 12 MONTH PERIOD YOU WILL PERMANENTLY BE REMOVED FROM BANK DRAFT AND YOUR ACCOUNT WILL BE CASH ONLY.**