



PAY YOUR CITY UTILITY BILL* EASILY AND AUTOMATICALLY!



No more check writing! No more postage! No late payments! You can pay your City of Midland water and sewer bill automatically from your bank account using an easy and convenient program called Auto-Pay, an electronic funds transfer program. All you have to do is complete and return the bottom portion of this page along with a voided check or deposit slip from your bank account.

Frequently Asked Questions

WHAT IS THE AUTO-PAY PROGRAM? Auto-Pay allows your water and sewer bill to be automatically paid from your savings or checking bank account. When you sign up for the program, your utility bill will be paid on the date it is due.

WHAT ARE THE ADVANTAGES OF AUTO-PAY? Automated payment plans offer you the convenience of making time-sensitive payments without having to write a check. Even if you are away, your water and sewer bill will be automatically paid from your savings or checking account.

HOW SECURE AND RELIABLE IS IT? Auto-Pay is a secure, reliable way to pay your water and sewer bill. When you authorize Auto-Pay, you are giving the City of Midland permission to withdraw the amount of each City utility bill from your checking or savings account. The withdrawals are done by your financial institution. Your monthly bank statement will indicate that the withdrawal has been made.

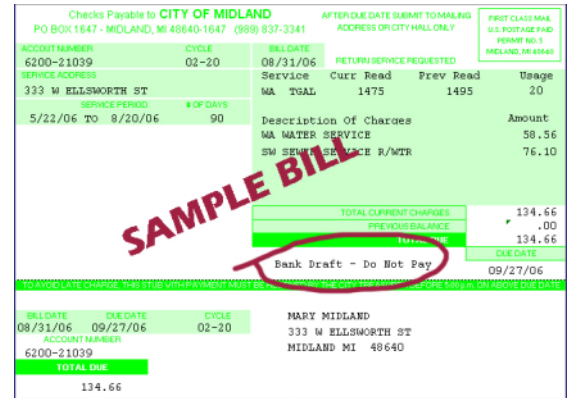
WILL I STILL RECEIVE A WATER/SEWER BILL? Yes. You will still receive a bill indicating that your designated savings or checking account will be bank drafted (or drawn) on the due date indicated on your bill.

HOW WILL I KNOW WHEN I'M ENROLLED AND THE AUTOMATIC PAYMENTS WILL BEGIN? You will know you're enrolled by the text "Bank Draft-Do Not Pay" on your water and sewer bill (see right). The City's Water Department also will contact you to confirm your enrollment and to notify you of the billing cycle when the first automatic payment will occur.

WHAT HAPPENS IF A PAYMENT IS REJECTED? Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts, or for other reasons. Check with your financial institution for possible fees it may impose if your payment is rejected.

WHAT IF MY BANKING INFORMATION CHANGES? Please notify the City of Midland Water Department of a change in banking information by resubmitting the form below with the updated information, including the date the change is effective. *NOTE: If an automatic payment fails because the City was not informed of a bank account change, customers will forfeit the 10% discount afforded to those who pay their water and sewer bill by the due date.*

WHO DO I CONTACT FOR MORE INFORMATION? For further information about this great time-saving service, please contact the City of Midland Water Department at 989-837-3341 or e-mail us at water@midland-mi.org.



Auto-Pay Enrollment Authorization – Water and Sewer Bill

I authorize the City of Midland to initiate withdrawals from my account at the financial institution named in this application for payment of my quarterly utility bill (water and sewer, if applicable). This authorization will remain valid until the City of Midland, my financial institution, or I revoke it.

I understand the Auto-Pay program is an alternative method of payment only and does not otherwise affect my rights or the rights of the City of Midland or my financial institution with respect to each other. I further understand the City of Midland and my financial institution reserve the right to terminate the Auto-Pay program and/or my participation in it. If I wish to discontinue participation in the Auto-Pay program I shall do so by notification in writing to the City of Midland Water Office at the address provided at the bottom of this form.

Please check if: you are a new applicant **OR** there's been a change in your banking information below (date change is effective _____)
(If you have multiple accounts that you want enrolled in Auto-Pay, please list them on lines a, b, and c below)

Water & Sewer Account No(s): a) _____ b) _____ c) _____

Service Address(es): a) _____ b) _____ c) _____

Your E-Mail Address: _____ Your Phone No: _____

Financial Institution: _____ Bank account type from which payment will be drafted: Checking **or** Savings

Authorized Account Holder's Signature: _____ Date: _____

Print Name of Authorized Account Holder: _____

Please attach voided check (if checking account is selected) or voided deposit slip (if savings account is selected). A voided check or deposit slip **MUST** be attached to enroll in the Auto-Pay program.

Mail completed form to: City of Midland Water Department, P.O. Box 1647, Midland, MI 48640-1647

*If you receive a City of Midland water/sewer bill, you are eligible to enroll in the Auto-Pay program.