



DIRECT PAYMENT PLAN

CITY OF LANCASTER
UTILITIES COLLECTION OFFICE
104 E MAIN ST ROOM 105
P O BOX 1099
LANCASTER OH 43130-0819
PHONE 740.687.6627 FAX 740.681.5040



Paying Your Bill by Mail or in Person

The City of Lancaster, Utilities Collection Office is providing a payment plan called Direct Pay to most of our customers. Customers have the ability to pay their monthly utility bill without writing checks, buying stamps, worrying about payments arriving on time through the mail, or making trips to our office or other payment locations. The Direct Pay plan allows payment of customers' utility bill electronically through an automatic monthly debit to a designated customer checking or savings account.

There is no charge to customers who choose to participate. The only thing we require is a completed and signed authorization agreement with an attached voided check.

After we receive a signed Direct Pay Authorization, we will begin the process of establishing the customer account on the Direct Pay plan. This process takes about one month from the time we receive the authorization agreement as we must notify both the City's bank and the customer's bank and allow both banks time to make the arrangements with each other.

We will continue to send participants a utility bill showing the amount due that will automatically be withdrawn on the due date of the bill from their bank account.

As a participant of the Direct Pay Plan, I agree to and/or understand all of the following:

- Only customers who are current on their utility account are eligible to sign-up and remain on this program.
- It will take one month to establish this process. Until that time I am responsible to pay the bill directly to the City of Lancaster. When this process is setup, a message will appear on my bill notifying me such.
- Authorize the City of Lancaster to debit my checking or savings account for all monthly charges for utility services. **NOTE: IF YOUR ACCOUNT BECOMES INACTIVE AUTOMATIC PAYMENT STOPS. YOUR FINAL BILL WILL NEED TO BE PAID BY CHECK, CASH OR MONEY ORDER.**
- Ensure that sufficient funds are in my checking or savings account to cover my bill.
- Two refused automatic fund transfers may cancel this agreement at the option of the City of Lancaster.
- Promptly notify the City of Lancaster of any changes to my checking or savings account. If a change occurs it is

COMPLETE AND RETURN THIS PORTION WITH A VOIDED CHECK. DO NOT SEND A DEPOSIT TICKET.

DIRECT PAY AUTHORIZATION

I hereby authorize the City of Lancaster to initiate debits (payments) to the financial institution indicated for the purpose of paying my monthly utility bill with the City of Lancaster. The financial institution is authorized to debit my account. This authority is to remain in full force and effect until either I revoke it by giving 30 days prior written notice to the City of Lancaster; it is canceled by the City under the conditions stated, or upon termination of my service with the City of Lancaster. I have also read and agree to the terms and conditions outlined.

Name _____

FINANCIAL INSTITUTION NAME _____

Address _____

ROUTING NUMBER (FIRST 9 DIGITS) _____

Phone _____

BANK ACCOUNT NUMBER _____

SAVINGS

CHECKING

Utility Acct # _____

Signature _____

Direct Pay Plan Questions

Question - What is Direct Pay?

Answer - The Direct Pay Plan is a method by which the City of Lancaster draws money from your bank account to pay your monthly utility bill. The payment is made automatically each month.

Question - When will Direct Pay take effect?

Answer - Once you sign up for the direct payment plan, you will receive your bill each month as usual. Included on the bill will be a statement, “**DO NOT PAY**”. We will debit your account on the due date of your bill. Please continue to pay until notification is made on your bill. Please allow us 30 days.

Question - Is there a charge for Direct Pay?

Answer - The City of Lancaster does not charge for this service, however, we suggest you check with your bank to see what their policy is.

Question - Can I cancel Direct Pay whenever I wish?

Answer - You can cancel Direct Pay by giving a 30 day prior written notice to the City of Lancaster.

Question - What if my account is with a Credit Union or Savings & Loan?

Answer - All financial institutions participate.

Question - How will I know how much my bill is?

Answer - You will continue to receive your utility bill in the mail.

Question - How can I be sure my bill has been paid?

Answer - Your utility bill payment will be clearly itemized on your bank’s monthly account statement.

Question - Who do I call if I have more questions?

Answer - Call the Utilities Collection Office at 740-687-6627.



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