

Sign up for Automatic Bank Draft Today!

The City of Lancaster, Utilities Collection Office is providing an Automatic Bank Draft option 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 Automatic Bank Draft option 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 Automatic Bank Draft Authorization form, we will begin the process of establishing the customer account on the Automatic Bank Draft option. 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We will continue to send participants a utility bill showing the amount due that will automatically be withdrawn on the due date of the bill from their bank account.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 Automatic Bank Draft option, 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 as 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. Final Bills 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 my responsibility to provide the City of Lancaster with the current account information.

AUTOMATIC BANK DRAFT AUTHORIZATION

I hereby authorize the City of Lancaster to initiate debits (payments) to the financial institution indicated for the purpose of paying my monthly City of Lancaster utility bill. 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.

Customer Signature:

Date:

Customer Name:

(Please print)

Phone:

City Utility Account Number:

**PLEASE COMPLETE BOTH SIDES AND
RETURN TO OUR OFFICE**

Go paperless by Registering and Signing Up at
<https://lancasteroh.authoritypay.com/>

CUT HERE AND RETURN THIS PORTION WITH A VOIDED CHECK

BANK ACCOUNT INFORMATION

(Bank, Savings and Loan, Credit Union)

Financial Institution:

Account Type:

_____ Savings

_____ Checking/Share Draft

Transit/ABA Number:

(Usually the first 9 digits on the bottom of your check)

Bank Account Number:

OTHER PAYMENT OPTIONS -

- **Phone:** (888) 592-6221 (you will need your account number and CID number)
- **Online:** ci.lancaster.oh.us and select *Government, Utilities Collection, View or Pay My Bill*. You may also go to the Customer Portal at lancasteroh.authoritypay.com/ (you will need your utility account number and CID number found on your bill)
- **Mail:** Lancaster Utilities, PO Box 1099, Lancaster, OH 43130.
- **Drop Box:** Located on the Broad Street side of City Hall collected at 7:00 AM each business day.
- **Lobby Hours:** 8:00 a.m.-3:55 p.m. 104 E. Main St, Ste 105 (1st Floor)

CUT HERE AND RETURN THIS PORTION WITH A VOIDED CHECK

Automatic Bank Draft Option Questions

Question - What is Automatic Bank Draft?

Answer - The Automatic Bank Draft 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 Automatic Bank Draft take effect?

Answer - Once you sign up for the Automatic Bank Draft option, 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 Automatic Bank Draft?

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 Automatic Bank Draft whenever I wish?

Answer - You can cancel Automatic Bank Draft 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 via the method you have selected (mail or e-Bill notification).

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.

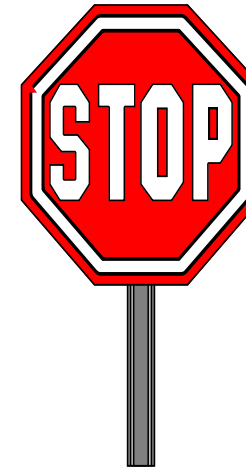
Question - How do I receive Paperless Bills? Go to:

<https://smartbillcorp.com/oa/frmLogin.aspx?ws=lancaster>

City of Lancaster

Utilities Collection Office

**Automatic Bank Draft
Authorization Form**



Paying
Your Bill
by Mail
or in
Person

RETURN FORM TO:

Lancaster Utilities Collection Office

P O Box 1099

Lancaster, OH 43130-0819

740-687-6627

utilities@ci.lancaster.oh.us