

## **AutoPay – The convenient, FREE way to pay your utility bill.**

The City of Cape Girardeau invites you to select an easy way to pay your monthly utility bill with our AutoPay service. Your participating bank, savings and loan, or credit union can pay your utility bill by deducting the amount due automatically from your financial account. Save on writing checks, stamps, and envelopes. Please fill in the authorization form below and leave your utility bill payments to AutoPay.

### **What happens when I sign up for AutoPay?**

You will authorize your financial institution to automatically deduct the amount due each month for your utility bill.

### **When will the Financial Institution deduct the amount from my account?**

Deductions will be made on the due date of the bill, giving you enough time to review the bill and, if necessary, call the City of Cape Girardeau.

### **What happens if there is a problem with the bill?**

If you have a question or problem with the bill, you may stop the automatic payment for that month's bill by contacting the office at 339-6322 three (3) working days before the due date.

### **May I stop this service at any time?**

You may discontinue your AutoPay service by calling the City of Cape Girardeau Utility Office three (3) working days before you want the service to end.

### **What happens if there are insufficient funds in my account?**

The returned payment will be subject to returned payment charges. If two (2) payments are returned during any 12-month period, your AutoPay will be terminated.

### **When will the service begin?**

When AutoPay is implemented your bill will say: **AutoPay – amount due will be deducted on the due date.** Please continue to pay your bill normally until that time.

**Detach and keep top portion for your records**

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## City of Cape Girardeau AutoPay Authorization Form

*\* (attach voided check)*

NAME (on utility account) \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_

UTILITY ACCOUNT NUMBER \_\_\_\_\_ TELEPHONE # \_\_\_\_\_

NAME OF BANKING INSTITUTION \_\_\_\_\_

BANK ACCOUNT NUMBER \_\_\_\_\_ Checking  Savings

I authorize the City of Cape Girardeau and my financial institution to deduct the amount due for my monthly City utility bill. I understand charges will be deducted from my account on the due date. To dispute a bill, I understand I must call 339-6322 three (3) working days before the due date.

\_\_\_\_\_  
Signature(Required)

\_\_\_\_\_  
Date

10-01