

**AUTHORIZATION FOR
AUTOMATIC PAYMENT**

(Please read and sign)

I authorize the City of Oakbrook Terrace and the named financial institution to pay the water bill on the scheduled due date of the bill. Each payment will be as if it were personally signed and authorized by me. As with a check, sufficient funds need to be available in my account at the time of transfer. If a direct debit automatic payment is returned to the City unpaid, a \$25.00 administration fee and any applicable penalties will apply. Only one attempt will be made to effectuate a transfer of funds from my/our account for purposes of determining whether sufficient funds exist to make an automatic payment. I/we will remain liable and responsible for any unpaid water bills that are on my account. This authorization is to remain in effect until the City of Oakbrook Terrace has received written notification from me of termination before the next scheduled billing date. The City of Oakbrook Terrace reserves the right to terminate the payment plan or my participation at any time with written notification.

I will provide notice to the City of Oakbrook Terrace of any changes regarding the account, i.e. change of financial institution, account number, etc. Processing of this application will occur in the next billing cycle (usually one (1) month). I am responsible for paying my water bill to the City of Oakbrook Terrace until my bill indicates that my direct debit program is established. My bill will state when direct debit begins. I will continue to be mailed a bill for my records. I agree to release the City of Oakbrook Terrace from any and all claims and damages resulting from or in connection with my participation in the Automatic Withdrawal Program.

I understand and agree to the terms of this letter and application.

Signature / Date

-PLEASE COMPLETE REVERSE SIDE-

City of Oakbrook Terrace
17W275 Butterfield Road
Oakbrook Terrace, IL 60181

Presorted
Standard
U.S. Postage
PAID
Permit No. 330
Oak Brook, IL

Resident
Oakbrook Terrace, IL 60181

*City of
Oakbrook Terrace*

*Automatic Withdrawal
Program for Water Billing*



City of Oakbrook Terrace

17W275 Butterfield Road
Oakbrook Terrace, IL 60181
Phone (630) 941-8300
Fax (630) 941-7254



Now you can make your City of Oakbrook Terrace water billing payments automatically!

💧 No postage, no checks.

Convenience - your payment will be electronically withdrawn from your savings or checking at your participating bank, financial institution, or credit union.

💧 You will still receive a monthly bill that details your charges.

Automatic and timely - because the payment is automatic, your payment will always be posted to your City of Oakbrook Terrace water account on the due date thereby avoiding penalties.

💧 Free – this convenient service is free of charge.

The City of Oakbrook Terrace is authorized only to receive the amount of money that is due on your monthly water bill.

Initial Payment:

Once your completed enrollment application is received, it will undergo a “pre-notification” process which confirms the information you provided to the city when signing up for the program. Should the pre-notification fail (incorrect account number or transit routing number) you will be contacted and asked to provide corrected information prior to beginning automatic payments. The pre-notification process takes approximately ten (10) days to complete. You will know that automatic payments are scheduled to begin when your monthly bill states “AUTO WITHDRAWAL – DO NOT PAY”. Please continue to make payment until you receive this notice on your bill.

Change of Bank or Bank Account Number

Notify the City of Oakbrook Terrace Water Billing Department of any bank account or address changes as soon as possible for uninterrupted billing. A new authorization form should be completed before the next scheduled billing date. Contact the Water Billing Department for scheduled billing dates.

Record of Payment

Your bank statement will indicate the amount and date of your automatic transfer. Retain this record as proof of payment for future reference regarding your billing. If a question arises regarding your transfer or if the amount differs from your bill, you should notify us immediately upon receipt of the questioned statement. Your financial institution will advise you of your rights concerning an error.

Availability of Funds

You are responsible for having sufficient funds in the account you designated on your payment date. As with checks returned for non-sufficient funds, there is a \$25.00 NSF charge on all returned automatic payments. You will be subject to penalties for late payment. The City of Oakbrook Terrace Automatic Withdrawal is cancelled by the City if three (3) payments are returned within a twelve (12) month period.

Termination /Account Closure

Your service will remain in effect unless we receive written notice. Additionally, you should notify the City immediately if you have closed your account.

Stop Payments

As with checks, you may request that your financial institution “stop payment” on a scheduled debit payment up to three (3) days prior to the due date. Please contact the City of Oakbrook Terrace Water Billing Department if you have requested a stop payment. After you issue a stop payment, you remain responsible for paying the bill on time and are subject to penalties for late payment.

Payment Date

The predetermined amount (total due on your monthly water bill) will be transferred from your bank account on the due date of the water bill. If the due date falls on a holiday, your account will be debited on the following business day.

Billing Issues

When you receive your water bill, please review it and if you have any questions or dispute the amount due, you should contact us immediately. This will reduce the possibility of your bank account being debited an incorrect amount. Any corrections to the water bill not made by the due date will be corrected in the next billing cycle.



**APPLICATION
FOR AUTOMATIC WATER BILL
PAYMENT**

Please mail your completed application and necessary documentation to:

**City of Oakbrook Terrace
17W275 Butterfield Road
Oakbrook Terrace, IL 60181**

Please print and also complete reverse side

Last Name, First Name

Street Address

City, State, Zip Code

Email Address

Water Account Number

Home Telephone Number

Work Telephone Number

Name of Financial Institution

Bank Account Number

Bank Routing Number

Check One: Checking

You must attach a voided or cancelled check

Savings

You must attach a deposit slip