

September 30, 2019



Dear Water Customer:

Many customers have asked for direct debit of utility bills, and the Town has heard their request. We are excited to offer direct debit for utility bills *paid by the owner of the property*. Direct Debit offers peace of mind that your utility bill will be paid on time and completely free of charge.

How it Works

Fill out the form at the bottom of this letter and return it with your water payment or mail to:

Town of North East
PO Box 528
North East, MD 21901-0528

Once we have processed your request, you will receive an email or letter confirming your enrollment. When you receive your **next bill** it will tell you the amount due and the date your payment will be taken out of your savings/checking account. You still have to send a payment for the current bill, **you will not be enrolled for the quarter that is currently due.** Automatic credit card payments are not available. *Unfortunately, at this time, Direct Debit is not available to water accounts paid by tenants because the Town has to bill the property owner for water usage.*

If you have any questions please contact our office at 410-287-5801 option 1.

Authorization Form for Direct Debit/Auto Pay
Must complete one form for each property to be enrolled

Utility Account Number		Service Address	
Telephone Number		Email Address	E-bill Enrollment [] Yes [] No
Financial Institution Name			Account Type [] Checking Account [] Savings Account
Account Number		Routing/ABA Number	

I am authorized to use the payment information provided for this auto payment. I authorize the Town of North East to deduct from my checking/savings account, held at the specified financial institution, for the payment of my bill on the date shown on my bill. This authorization will remain in effect until revoked by me in writing. I understand that I have the right to stop my participation in the direct debit program up to one week before the due date shown on my bill. I understand the Town of North East and/or the financial institution indicated above reserve the right to end this payment plan and my participation therein.

I agree to notify the Town of North East of changes affecting my account status which would affect the ability to have payments automatically withdrawn (i.e. the account is closed) immediately. If a payment is not honored, or is returned by the financial institution, I agree the Town of North East may charge me a returned item fee of \$30.00.

I agree to allow the Town of North East to store my account information, for the sole purpose of making the indicated automatic payments. I release the Town from liability or damages resulting from the loss or theft of information. All information is encrypted and available only to those employees responsible for utility billing/collection functions.

Signature: _____ Printed Name: _____ Date: _____