

# ***PAY YOUR UTILITY BILL ELECTRONICALLY***

## ***AUTOMATIC FUNDS TRANSFER***

***The City of Pembroke Pines is pleased to offer you a way to pay your monthly utility bill that saves you both time and money. No need to stand in line, write checks, or buy postage to pay your Utility bill. When you use Automatic Funds Transfer, you authorize the City to electronically collect the amount of your monthly Utility bill from your checking or savings account at no extra fee. Just complete the form below.***

## ***COMMONLY ASKED QUESTIONS?***

### ***◆ What is Automatic Funds Transfer (AFT)?***

Automatic Funds Transfer (AFT) is an efficient electronic payment alternative to paper checks. When you use Automatic Funds Transfer, you authorize the City to electronically collect a pre-authorized amount from your checking or savings account to pay a bill. So, instead of writing a check every month, your bank will automatically make the payment on the due date of your bill. It's that simple.

### ***◆ Why Use Automatic Funds Transfer?***

Consumers and companies both benefit from AFT. As a consumer, you'll save time preparing payments, save money on postage and check fees, improve your budgeting, eliminate the chance of late payments, and save time balancing your bank statement. Companies benefit by processing payments more efficiently and crediting them to your account quicker.

### ***◆ How long will it take after I submit the enrollment form to begin paying my bills by Automatic Funds Transfer?***

Information submitted undergoes a "pre-note" process to ensure accuracy and takes **one to two months**, so remember to keep making monthly payments until you receive the confirmation message on your utility bill that states **"This bill will be paid by Automatic Funds Transfer PLEASE DO NOT REMIT PAYMENT"**. Only then will you know Automatic Funds Transfer has been activated. If you have any doubt, please contact Utilities Customer Service at 954-518-9000.

### ***◆ Why do I need to attach a pre-printed, voided check or deposit slip to the enrollment form?***

A pre-printed, voided check (please do not send a checking account deposit slip) is required if funds are to be transferred from your checking account. If you wish to have funds transferred from your savings account, please attach a savings account deposit slip. This is to ensure all bank information is correct. It helps

to avoid mistakes, which may slow down the process.

**◆Who will have control over my account?**

You are the only person who has control over your account. When you sign up to pay your utility bill by Automatic Funds Transfer, you are not giving the City of Pembroke Pines control over your account, you are simply authorizing payment of your utility bill to the City of Pembroke Pines each month.

**◆What if I plan to cancel my enrollment?**

Simply complete and sign another Enrollment Form indicating “Stop Account” and include the bank account # and routing # information you had originally submitted. This is to verify and secure your banking information.

**◆What if I plan to change banks?**

If you plan to change banks, you simply complete and sign another Enrollment Form indicating “Change Account” and attach a voided check or deposit slip from your new account. You will need to make payment as the information in the system will reflect your old banking information. Please be sure to submit this information 7 days prior to your due date of the payment in order to process. If, for unseen circumstances, you need to make a change sooner, please contact Utilities Customer Service immediately at 954-518-9000. This information undergoes a “pre-note” process to ensure accuracy and takes **one to two months**,

so remember to keep making monthly payments until you receive the confirmation message on your utility bill that states **“This bill will be paid by Automatic Funds Transfer PLEASE DO NOT REMIT PAYMENT”**. Only then will you know Automatic Funds Transfer has been activated.

**◆Will I continue to receive a monthly Utility Bill?**

Yes. You will continue to receive your bill as usual. The deduction from your account will be approximately the due date as shown on your utility bill. If you have a question about your bill, you can call Customer Service.

**◆Is there a limit to how much will be withdrawn from my bank account?**

Yes. In order to protect your bank account balance, the AFT amount that can be withdrawn is limited to \$500.00. Should your monthly bill reach or exceed this amount, you will need to make the payment as the AFT process will halt until the balance on your account drops below \$500.00

**◆Can I submit this form on-line?**

At the present time, since the City does not accept electronic signatures, No. But you can access and complete the form on-line and then print it to submit either in the office in person or mail it to: **City of Pembroke Pines Utilities Department 8300 S PALM DR Pembroke Pines, FL 33025.**

# *The City of Pembroke Pines Utilities Department Automatic Funds Transfer (AFT) Authorization Form*

I do hereby authorize the City of Pembroke Pines to automatically withdraw funds monthly for payment of my utility bill from the bank account indicated below. The withdrawal will occur approximately on the due date shown on my utility bill. This authorization shall remain in effect until the City of Pembroke Pines receives written notification from me terminating this authorization for Automatic Funds Transfer. I have the right to discontinue participation in the AFT program or to make changes to my information by notifying the Utility Customer Service Office in writing at least 7 days prior to the due date of the payment. I understand that initialization of or changes made to my AFT will undergo a "pre-note" process which may take one to two months. I remain responsible for the timely payment of my bill by the due date during this time to avoid delinquent fees or turn-off. I also understand, that both the Financial Institution and the City of Pembroke Pines reserves the right to terminate this payment plan or my participation at any time. A fee will be charged by the City of Pembroke Pines for any payments returned by my financial institution. Note: The Financial Institution may also charge for returned payments.

New Account  Stop Account  Change Account

Utility Account Number: \_\_\_\_\_

Utility Account Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

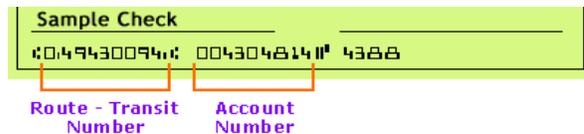
Bank Route-Transit Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Select Type of Account:

Checking (Attach voided Check)

Savings (Contact Bank for Account & Routing Number, Attach Savings Deposit Slip)



Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Electronic Signatures Not Accepted