

#### **Company Name: City of Kent**

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

I/we hereby authorize City of Kent, hereinafter called COMPANY, to initiate debits to my/our checking account indicated below and the depository named below, hereinafter called DEPOSITORY, to debit the same to such account.

#### Instructions for completing this form:

- 1. Bank Name: Bank's name as it appears on YOUR checking account
- 2. Branch: The name of YOUR bank branch
- 3. City, State and ZIP: Of YOUR branch
- 4. Bank ID Number: This may be obtained from YOUR check (bottom left) or from your bank
- 5. Account Number: This is YOUR bank account number
- 6. Name: Your name/names as appears on YOUR checking account
- 7. Please write VOID across your check

Pay to the Order of

For

8. Mail request to: City of Kent Customer Services, 220 4th Ave. S., Kent, WA 98032-5895

1. Bank Name:							2. Branch:											
3.	City:							Stat	te:			Zip						
4.			5.															
	Bank ID No.							•	Bo	ank A	lcco	unt No	o.			•	•	
A	ttach Voided Check Here:																	
	Your Name Address	[	Date			X	heck Number XXX											

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Dollars

Note: You may have more or less

The name on the check must match

numbers than sample shows.

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6.	Name(s)		
	Date:	Signed:	Signed:
	Day Telephone Number:		
Pro	operty Address:		

Your account will be canceled upon notification from the bank for non-sufficient funds or closed account and a \$25.00 service charge will be added to your account.

# **FREQUENTLY ASKED QUESTIONS**

# Q: Once I have signed up for Automatic Withdrawal to pay my City of Kent Utility bill, how soon does it begin?

A: If your written request is received by the 20<sup>th</sup> of a month, the request will be processed and the following month the payment will be automatically withdrawn from your bank account. On your utility statement, you will notice the remittance portion states "WILL BE WITHDRAWN FROM YOUR BANK" and the box after amount paid will say, "BANK PAY." If this does not appear on your City of Kent utility statement, please pay the amount due.

## Q: How much will Automatic Withdrawal cost me?

A: Nothing. The City of Kent does not charge for this service.

# Q: If I pay my bill automatically, how will I know how much it is?

**A:** The City will send you your normal utility statement. This statement will inform you of the amount that will be withdrawn from your checking account: the actual payment will be withdrawn from your account on the 15<sup>th</sup> of the month unless the 15<sup>th</sup> falls on a weekend. Then we would request payment from your bank on the following Monday.

## Q: How will I be sure that my bills have been paid?

**A:** Each payment will be clearly identified on your checking account statement from your bank. Additionally, each monthly City of Kent utility statement will reflect the payment.

#### Q: What if I want to quit the automatic payment process?

**A:** Just call or write the Customer Service department and let them know that you would like to stop the Automatic Bill Payment process. Remember, there may be timing issues. We would need to know no later then the 9<sup>th</sup> of the month.

#### Q: What if the funds are not in my bank account for withdrawal?

**A:** The bank will charge you a fee as well as the City. The City's fee for insufficient funds is \$25.00 and you will no longer be on automatic withdrawal.

# Q: What if I move from or sell the property and I am currently on ACH?

**A:** The City will automatically remove you from the program. Final bills will need to be paid by another payment method. Payment options include: online, by mail, in person, or by phone.

**City of Kent Customer Services** 

220 4th Avenue South Kent, Washington 98032-5895 (253) 856-5201