



## 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 of a month, the request will be processed and the following month the payment will be automatically withdrawn from your bank account. On your utility statement, you will notice the remittance portion states "WILL BE WITHDRAWN FROM YOUR BANK" and the box after amount paid will say, "BANK PAY."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 This statement will inform you of the amount that will be withdrawn from your checking account: the actual payment will be withdrawn from your account on the 15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 than 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