

PAYMENTS MADE EASY:



Ever worry about your utility bill while on vacation? Afraid you won't be able to get off from work in time to pay your utility bill? If so, then put your worries and fears aside and sign-up for the **Electronic Funds Transfer** program (EFT).



City Of Upland

With EFT you can:

- Save time and money – it's automatic and free
- Avoid any lost or delayed checks in the mail
- Have a safe and secure payment each billing period
- Avoid late fees and potential loss of service

Signing up is easy:

- 1) Write your account number and sign your name on the enrollment form below.
- 2) Write "VOID" across the face of a check from the bank account you want to use.
- 3) Attach the voided check to the enrollment form.
- 4) Mail the form and voided check along with your current payment to:

CITY OF UPLAND
 Utility Billing Division
 P.O. Box 460
 Upland, CA 91785-0460



Don't forget to keep making those monthly payments until you see the phrase: "**DO NOT PAY**" on your billing statement. Once enrolled you can sit back and watch the payments debit automatically from your account on the date your bill is due. For answers to commonly asked questions, please see the reverse side of this form.

SO DON'T DELAY - SIGN-UP FOR DIRECT PAY TODAY!

Sign me up for the Upland Utility Bill EFT program!

Utility Bill Account:

Your account number is printed at the top of your utility bill.

I authorize the City of Upland and my financial institution to automatically deduct from the checking account as shown on my enclosed check all future payments for my Utility Bills. I understand the monthly amount may vary based upon the amount of utility used. I understand that both the City of Upland and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Upland.

Signature Date

Signature is mandatory and must match name on voided check.

Be sure you staple a voided check to this form.

(Deposit slips and photocopies will not be accepted)

Include this form with your payment.

(Please print the following information)

Name: _____

Service Address: _____

Home Phone: _____

Work Phone/Cell Phone: _____

For Office Use Only:

FIN: _____

ABA: _____

BAN: _____

Questions & Answers

EFT

How do I sign up for EFT?

Simply complete the form, sign, and return to the City of Upland Utility Billing Division **with a voided check** (deposit slips and photocopies will not be accepted)

Be sure to pay your Upland Utility Bills!

Automatic payments will not start until your EFT set-up is complete and your future statement indicates: **“DO NOT PAY”**.

Who is eligible to participate?

The EFT payment option is open to all Upland utility customers with an account in good standing.

May I use my savings account to pay my bill?

Sorry, only checking accounts qualify for EFT.

Will I still receive an Upland Utility Bill in the mail?

Yes.

What if I don't agree with the amount charged?

If for any reason you wish to dispute your billing, you must contact the City of Upland Utility Division within 14 days of receiving your bill.

Is there a charge for this service?

There is no charge from the City of Upland for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

Where can I find my Upland Utility Bill account number?

Your account number is printed at the top of your bill and is nine digits long.

What if I change banks or accounts?

Simply call our Utility Billing Division at (909) 931-4150 and advise us of any changes. You will need to submit a signed form along with a voided check from the new account. Please keep in mind, only voided checks with customer's name imprinted on the check will be accepted.

Can I pay multiple Upland Utility accounts through this program?

Yes, as long as you want each Upland utility account to be paid from the same bank account, you can sign up multiple accounts under the EFT program. Simply photocopy the form and attach it to your voided check. **Burrtec Waste accounts are not eligible for enrollment in the City of Upland EFT program.**

What if my bank returns a payment?

A financial institution may return payments for: insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, the City of Upland reserves the right to charge a returned item fee of \$17.50. The City of Upland also reserves the right to discontinue your participation in the EFT program. Your financial institution may also charge fees for rejected payments.

Is it safe and secure?

Yes, both the City of Upland and our financial institution are required to keep your banking information confidential.

How do I stop participating in the program?

Simply send notification via fax (909) 931-9923 or mail. Your request will become effective in 5 to 7 business days.