



# City of Cloquet's Utility Auto Pay Plan

**A free service for our valued water/sewer/stormwater customers.**

**Now you can pay your utility bill from your checking, savings, or credit/debit card account automatically!**

## Questions you may have.....

### **Q. How does the Auto Pay Plan Work?**

A. The Auto Pay Plan works in cooperation with your bank. Each month your water/sewer/stormwater bill will be withdrawn from your account at the bank, credit union, other financial institution, or credit/debit card account. The payment will be reflected on your monthly financial statement. VISA  and MasterCard  are accepted.

### **Q. What are the benefits of using the Auto Pay Plan?**

A. The Auto Pay Plan is the most convenient and cost-effective way to pay your water/sewer/stormwater bill. You will save time and money by eliminating the hassle of writing checks, buying money orders, savings on postage, and making trips to City Hall or to the drop box. You never have to worry about forgetting to make payments, or mailing it on time because your bill will be paid automatically while you're on vacation or out of town. It also has an advantage over online pay services because you don't have to make payments online **each** month.

### **Q. Will I still receive a utility bill?**

A. Yes, you will still receive a water/sewer/stormwater bill or e-bill around the 11<sup>th</sup> of each month and you will have about two weeks to call us if you have any questions. The **Net** amount on your bill will be deducted from your account on the 25<sup>th</sup> of each month. (The next business day if the 25<sup>th</sup> is on a weekend or holiday).

### **Q. How will I know when my account is on the Auto Pay Plan?**

A. A message will appear on your water/sewer/stormwater bill indicating the Auto Pay date. It may take one or two billing periods after we receive your authorization. Until that time continue paying your bill in the usual manner.

### **Q. How do I sign up for the Auto Pay Plan?**

A. Simply fill out and sign the **Auto Pay Plan Request Form** that is located below, **attach** a voided check for Auto Pay withdrawal from your checking account if utilizing direct payment from a checking account, and **return** it to our office.

### **Q. What happens if I close the checking, savings, or credit/debit card account that my Auto Pay Plan funds are withdrawn from?**

A. Simply fill out a new authorization form and attach a voided check, if needed, from your new account.

### **Q. When should I sign up?**

A. Right now! The sooner you are on the Auto Pay Plan the sooner you'll start enjoying the benefits. If you decide to enroll at a later date just fill out the form below when you're ready or call us at 218-879-3844 and we will send you another enrollment form.

UTILITY BILLING DEPARTMENT — 1307 Cloquet Avenue • Cloquet MN 55720 Phone: 218-879-3844 • Fax: 218-879-6555

## Auto Pay Plan Request Form

I authorize the City of Cloquet to deduct my water/sewer/stormwater bill on the 25<sup>th</sup> of each month from my:

Checking Account \_\_\_\_\_ Savings Account \_\_\_\_\_ VISA  \_\_\_\_\_ MasterCard  \_\_\_\_\_

Cloquet Water/Sewer/Stormwater Account Number: \_\_\_\_\_

Name \_\_\_\_\_ Service Address \_\_\_\_\_

Mailing Address \_\_\_\_\_ Phone No. \_\_\_\_\_

Name of Bank or Financial Institution \_\_\_\_\_ Account # \_\_\_\_\_

Credit/Debit Card # \_\_\_\_\_ Expiration Date: Month \_\_\_\_\_ Year \_\_\_\_\_

Signature \_\_\_\_\_ (If joint Account) Signature \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

**ATTACH THE VOIDED CHECK TO THIS FORM AND RETURN TO CITY HALL — 1307 CLOQUET AVE.**