



# City of Chardon

Chardon Municipal Center • 111 Water Street • Chardon, Ohio 44024-1201

## Automatic Payment of Your Water/Sewer Bill

The City of Chardon is pleased to offer a program that allows for the automatic payment of your water/sewer bill. Simply fill out the information below to have your payment deducted every month from your bank account. **PLEASE ALSO STAPLE A VOIDED CHECK SO THAT WE HAVE THE CORRECT BANKING INFORMATION TO SET UP YOUR AUTOMATIC PAYMENT.**

\_\_\_\_\_  
Name on Water/Sewer Account

\_\_\_\_\_  
Water/Sewer Account Number

Checking

Savings

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

\_\_\_\_\_  
Check Box for Bank Account Type

I authorize the City of Chardon and my financial institution to automatically deduct all future payments of my water/sewer bills from the account provided. I understand that both the City of Chardon 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 Chardon's Water/Sewer Billing Department at 440-286-2949. To stop automatic payments for the next bill I need to contact the Water/Sewer Billing Department at least three business days prior to the end of the current month.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Daytime Phone Number

**SEND THE COMPLETED FORM WITH YOUR VOIDED CHECK TO THE ADDRESS AT THE TOP OF THIS FORM, TO THE ATTENTION OF THE WATER/SEWER BILLING DEPARTMENT.**

### Frequently Asked Questions

**Q. Is there a fee for this service?**

A. No fee from the City, but check with your financial institution about potential fees.

**Q. When will the automatic payments begin?**

A. With your next monthly bill.

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

A. Yes. To verify the set-up of your automatic payment, **ACH ACCOUNT - DO NOT REMIT PAYMENT** should be stated at the bottom of your bill.

**Q. When will my bill be paid?**

A. The amount on your bill will be automatically deducted from your financial institution on the due date shown on the bill.

**Q. How will I know if my bill is paid?**

A. You can check with your financial institution to verify that the payment was deducted from your bank account on the bill due date.

**Q. What if I change banks or the bank name changes?**

A. You will need to send a new authorization form and a voided check from the new account. Payments may be rejected if the information is not current. Call the Water/Sewer Billing Department at 440-286-2949 to request a new form or visit the City's website at [www.chardon.cc](http://www.chardon.cc).

**Q. Can multiple accounts be paid automatically?**

A. Yes, if you note each account to be paid from the same bank on this form. Complete separate forms if you wish to pay from a different bank for each account and include the voided checks.

**Q. What if a payment is rejected?**

A. Payments may be rejected for insufficient funds, closed accounts, etc. If rejected, the City will charge a processing fee. The City also can discontinue this service if your payment is rejected more than once in a 12-month period.