



## Notice to City of Allen Utility Customers Average Utility Billing Program August - September 2018

The City of Allen is offering an Average Utility Billing Program. Average utility billing allows customers to pay the same amount for their water bill each month over an eleven-month period with the twelfth month as "settle-up." Settle-up is a way to make your payments equal to the actual amount billed over the past eleven months. Each average utility billing customer will continue to receive a monthly City utility bill with the average amount as the payment due, which is withdrawn from your checking or savings account twenty days after the bill date.

### CUSTOMER ELIGIBILITY IS AS FOLLOWS:

- ***Current average utility billing customers do not have to re-apply.***
- Twelve months' residency at the same service location.
- Agree to participate as a bank draft customer (checking or savings account only). The eleven equal monthly payments will allow scheduling of monthly withdrawals. The twelfth month, as settle-up month, may cause a change in the bank draft amount. However, the customer will be aware of the changed amount on their City utility bill at least twenty days prior to the bank draft being executed.
- Maintain enough funds in their checking or savings account for the monthly charges to be debited by Electronic Funds Transfer. Should a customer have a bank draft payment rejected for insufficient funds, they are subject to return draft fees. If a customer has more than one bank draft payment rejected, they will be removed from the Average Utility Billing program until they develop a one-year history without penalty charges on their account.
- When a customer signs up for average utility billing and subsequently withdraws, they cannot sign up again until the next enrollment period, which will be every September. They must meet all eligibility requirements at the time they re-enroll.
- If you elect to sign up, your average utility billing will begin with the first billing date on or after October 1, 2018.

### INSTRUCTIONS:

Complete the following application to enroll in our Average Utility Billing program. Please return to the City of Allen at 305 Century Parkway, Allen, TX 75013 by September 30, 2018 or email to [coutilities@cityofallen.org](mailto:coutilities@cityofallen.org).

- **To authorize payment from your checking or savings account, provide account information and a blank check marked VOID.**
- Both your monthly City utility bill and bank statement will show the payment amount.
- You must notify the City of Allen of any change in your bank or account number in writing, and complete another authorization form.
- Processing of your bank drafting application may take up to thirty days.

#### AVERAGE UTILITY BILLING AND BANK DRAFTING AUTHORIZATION FORM

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
City of Allen Utility Account Number

\_\_\_\_\_  
Name of Financial Institution

\_\_\_\_\_  
Bank Account Number

\_\_\_\_\_  
Name (of bank acct holder)

\_\_\_\_\_  
Signature (of bank acct holder)

\_\_\_\_\_  
Date

I authorize the City of Allen and the financial institution designated in this application to withdraw from my checking or savings account payment of my monthly City utility bill. I understand that both the financial institution and the City of Allen reserve the right to terminate this agreement. I also understand that at anytime I may elect to discontinue my enrollment in this plan by providing written notice to the City of Allen.