

CITY of CHILLICOTHE
UTILITIES DEPARTMENT
NOW OFFERING
AUTOMATIC BILL PAY

STOP
Paying your bill
by mail
or
in person

CHILLICOTHE UTILITIES DEPARTMENT
35 SOUTH PAINT STREET
CHILLICOTHE, OH 45601
740-773-2191

The Chillicothe Utilities Department is providing a payment plan called Automatic Bill Pay to most of our customers. Customers have the option to pay their utility bill without writing checks, buying stamps, worrying about payments arriving on time through the mail, or making trips to our office. This Automatic Bill Pay plan allows payment of customers' utility bills electronically through an automatic monthly debit to a designated customer checking or savings account.

There is **no charge to customers** who choose to participate. The only requirement is a completed and signed authorization agreement with an attached voided check.

After we receive a signed Automatic Bill Pay Authorization, we will begin the process of establishing the customer account on the Automatic Bill Pay plan. This process takes about one month from the time we receive the authorization agreement, as we must notify both the Chillicothe Utilities' bank and the customer's bank and allow both banks time to make the arrangements with each other.

We will continue to send participants a utility bill showing the amount due that will be automatically withdrawn on the due date (or the first business day thereafter) of the bill from their bank accounts.

IF YOU TERMINATE YOUR SERVICE, AUTOMATIC BILL PAY STOPS. YOU WILL HAVE TO PAY FOR FINAL BILL BY CHECK, CASH, OR MONEY ORDER.

If you are interested in starting this service, complete the attached authorization agreement and return it along with a voided check to: Chillicothe Utilities Department, 35 S Paint St, Chillicothe, OH 45601. Any questions, call 773-2191 during business hours.

Automatic Bill Pay Plan Questions

Question: What is Automatic Bill Pay?

Answer: The Automatic Bill Pay Plan is a method by which the Chillicothe Utilities Department draws money from your bank account to pay your monthly utility bill. The payment is made automatically on the due date (or the first business day thereafter).

Question: When will Automatic Bill Pay take effect?

Answer: Continue to pay until the statement "BANK DRAFT MEMO – DO NOT REMIT" is shown on your bill. Please allow us 30 days after submitting your application.

Question: Is there a charge for Automatic Bill Pay?

Answer: The Chillicothe Utilities Department does not charge for this service; however, we suggest you check with your bank to see what their policy is.

Question: Can I cancel Automatic Bill Pay?

Answer: You can cancel at any time by giving a 30-day prior written notice to the Chillicothe Utilities Department.

Question: What if my account is with a Credit Union or Savings & Loan?

Answer: All financial institutions participate.

Question: How will I know how much my bill is?

Answer: You will continue to receive your utility bill in the mail.

Question: How can I be sure my bill has been paid?

Answer: Your utility bill payment will be clearly itemized on your bank's monthly account statement.

Question: Whom do I call if I have more questions?

Answer: Call the Chillicothe Utilities Department at 773-2191.