

**Never Mail
Another
Utility Payment,
Sign up for the...**

EASY PAY PLAN

**Have your utility payment
automatically withdrawn from
your bank account or
charged to a credit card.**

WINTER HAVEN
The Chain of Lakes City

CITY OF WINTER HAVEN EASY PAY PLAN APPLICATION



I/We have read and agree to the terms and conditions regarding the Easy Pay Plan and hereby authorize the City of Winter Haven to receive payment of my/our utility bill by entry of EFT transactions to the account at the financial institution listed below or credit card noted. This authority will remain in effect until I/we cancel it in writing.

City of Winter Haven Utility Account Number: _____

Service Address: _____

Telephone Numbers: Work: _____ Home: _____

Bank Name and Routing Number: _____

Bank Account Number (Fill in one): Checking _____ Savings _____

Credit Card: MC Visa Discover _____ Card No. _____ Exp. Date ____/____/____

Name(s) on Account: _____ (1) _____ (2) _____

Date of Birth: _____ (1) _____ (2) _____

Social Security Number(s): _____ (1) _____ (2) _____

Driver's License Number(s): _____ (1) _____ (2) _____

Signature(s) on your Account: _____ (1) _____ (2) _____

Remember to enclose a voided check with your application for bank account drafting.

Try The Easy Pay Plan...

You can now have your payment automatically withdrawn from your bank account by Electronic Funds Transfer (EFT), or charged to your credit card by Auto-Draft.

The City of Winter Haven offers Easy Pay options for utility bill payments. You can now have your payment automatically withdrawn from your bank account by Electronic Funds Transfer (EFT), or charged to your credit card. There is no fee charged by the City for the EFT Easy Pay service as long as funds are available in your bank account and the transaction is honored by your bank/credit card company.

Am I Eligible?

New or existing residential or commercial customers with satisfactory payment histories can sign up for the Easy Pay Plan. Your utility account balance must be paid in full before the Easy Pay Plan will be activated.

Payment can be made from either checking or savings, but must be made from a United States bank; the same applies for credit card payments. It is important, especially when paying from a savings account, to contact your bank for the routing number. This number is normally not listed on preprinted savings forms. You should also verify the account number with your bank.

Will I Still Receive a Bill?

If you select the Easy Pay option, you will still receive a monthly bill by mail or email, listing the amount due for water, sewer and garbage services (for City residents). But you will not have to write a check, buy a money order or go to the Cash Collections office to make payment.

On your bill, you will see a draft/charge notice. **The amount of your utility bill will be deducted from your bank account or charged to your credit card the second Tuesday following the billing date, or, if that day is a holiday, the second Wednesday following the billing date.**

Questions about your bill should be made to the Utility Account/Field Services Office, 551 Third Street NW or by phone to (863) 291-5678. Billing errors will be corrected on the following month's bill.

What About Refused Transactions?

If your bank/credit card company refuses to honor a payment request for any reason, such as insufficient funds, a service charge will be added to your account for the refused transaction. The City will notify you of your bank/credit card company's refusal to pay, and you must then pay your bill in full with cash or money order before the next month's bill is received. If your prior month's balance has not been paid by the next billing date, you will be removed from the Easy Pay Plan. Reinstatement is subject to City approval.

What If I Change My Mind or Change Banks?

You must notify us in writing if you wish to drop the Easy Pay Plan or change the bank account/credit card from which your payment is made. It is also the customer's responsibility to notify our office of changes to the credit card, such as an expiration date change.

How Do I Sign Up?

To sign up for this service, complete the application on the back of this pamphlet. To deliver your form to the City, use one of the following methods:

1. Bring the completed application to:

City of Winter Haven
Utility Account/Field Services Division
551 Third Street NW
Winter Haven

2. Mail the completed application to:

City of Winter Haven
Utility Account/Field Services Division
P.O. Box 2277
Winter Haven, FL 33883-2277

3. Fax the completed application to:

(863) 298-7870

Your application will take 30 to 60 days to process, so continue to pay your bill as usual until you see the draft/charge notice listed on your bill.

Questions?

Call the Utility Account/Field Services Division at (863) 291-5678.