



City of Robbinsdale AutoPay Authorization Form CHECKING/SAVINGS ACCOUNT

Q. Do I have to sign up for AutoPay?

A. No, it is optional.

Q: Will I be charged for this service?

A: No. The City does not charge you for automatic payments. You will enjoy the savings of no postage to mail your bill.

Q. How will I know I am enrolled?

A. You will a message on the bottom left side of your bill:

**** PRE-AUTHORIZED PAYMENT WILL BE DRAWN FORM YOU BANK ON THE DUE DATE****

Q. How can I be sure my bill will be paid?

A. Your monthly bank statement will clearly reflect the automatic payment amount and date.

Q. What if I change bank accounts/banks?

A. Call Utility Billing at 763-531-1211 and request a new authorization form.

Q. When will the payment be deducted from my account?

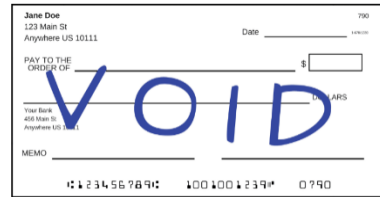
A. It will be deducted from your bank account on the due date. All returned checks will be charged a \$50.00 return fee.

Q. What if I have a question about my bill?

A. Call Utility Billing (UB) at 763-531-1211 and we will be happy to assist you.

Q. What if I have a previous balance on my account when I sign up for AutoPay?

A. The total balance due is deducted from the indicated checking.



Attach Voided Check (for checking account) or Deposit Slip (for savings account)

Cut here & return with voided check

AUTOMATIC PAYMENT PLAN AUTHORIZATION FORM

Please enroll me/us in the City of Robbinsdale’s Automatic Payment Program. I/we authorize the City to collect. payment on my/our utility bill by initiating debit entries. (deductions) to the bank account shown on the attached **voided check (for checking account) or deposit slip (for savings account)**. **I/we understand that this authorization will continue in force unless discontinued by my/our written request.**

City of Robbinsdale Account Number (if new customer, leave blank) _____ (found top right of your bill)

Service Address _____ Customer Name _____

Customer Signature _____

Return form to: City of Robbinsdale Attn: Utility Billing 4100 Lakeview Ave N Robbinsdale, MN 55422

Office Use Only: **Completed By:** _____ **Date:** _____ **Verified By:** _____ **Date:** _____

Updated 05/02/2024



City of Robbinsdale AutoPay Authorization Form

CREDIT CARD

Q. How do I sign up?

A. It's easy. Simply complete the information on the attached authorization form and return it to the Utility Billing Department at City Hall. We'll do the rest!

Q. How soon will the automatic Credit Card Payment start?

A. After we receive your completed authorization form, your automatic payments will begin with the next payment due on your account.

Q. If I don't sign up now, will I be able to enroll later?

A. Yes, you can enroll at any time. Simply call the Utility Billing Department at (763) 531-1211 and we will send you an authorization form.

Q. How can I be sure my bill has been paid?

A. Your monthly credit card statement will clearly reflect the automatic payment.

Q. What if I have a question about my bill?

A. Simply call the Utility Billing Department at (763) 531-1211.

Q. Is there a charge for this service?

A. NO! The City does not charge you for automatic payments and you enjoy the savings of no postage to mail your utility bills.

Q. What if I change credit cards or my credit card expires?

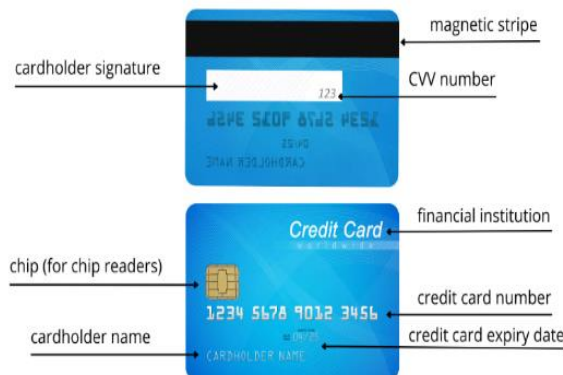
A. Just call us at (763) 531-1211 before the expiration date. We'll send you a new authorization form to complete.

Q. What if I try the automatic credit card payment plan and don't like it?

A. You can cancel your authorization for automatic credit card payments at any time by notifying us in writing but once you've enjoyed the convenience of the automatic payments, we doubt you'll want to go back to paying bills the hard way.

Q. When will the payment be applied to my credit card?

A. Payments will be applied to your credit card on the due date.



Utility Account Number: _____ Date: _____

Service Address: _____

Phone Number: _____

Signature: _____ Signature: _____

(optional for joint accounts)

Credit Card Number: _____ - _____ - _____ - _____

Check one: Visa Discover Master Card Amer Express

Expiration Date: ____/____/____ CVVS Number: _____

By completing the form below, you are authorizing monthly payment of your utility bill with your credit card.

Return form to: City of Robbinsdale Attn: Utility Billing 4100 Lakeview Ave N Robbinsdale, MN 55422

Office Use Only: Completed By: _____ Date: _____ Verified By: _____ Date: _____

Updated 05/02/2024