

# CITY OF THIBODAUX

## CUSTOMER'S GUIDE TO DIRECT PAYMENT

The **CITY OF THIBODAUX** now offers their utility customers a new automated payment option called **direct payment**. It is a service that allows you to automatically pay your utility bill using your checking account. The direct payment option offers you the following benefits:

- Save time and money
- Eliminate lost and late payments
- Decrease check writing
- Have bills paid while on vacation

### ◆ **How much does this service cost?**

It's free!

### ◆ **What is Direct Payment?**

Direct payment is an efficient electronic payment alternative to paper checks. When you use direct payment, you authorize the City of Thibodaux to electronically collect a preauthorized amount from your checking account to pay your utility bill. Instead of writing a check every month, your bank will automatically make the payment on a predetermined date for you. It's that simple.

### ◆ **How do I get started and sign up for direct payment?**

It's easy! All you need to do is fill out the enclosed authorization form, provide a **voided check** (not a deposit slip) from your bank account and return to the City of Thibodaux. By providing a voided check, this ensures that all the bank account information is correct.

**TIP:** Keep a copy of your completed Authorization Form for your records.

### ◆ **How are my utility bills paid?**

The City of Thibodaux will continue to mail your monthly bill as usual. On the utility bill's due date, the City of Thibodaux will deduct the amount due from your bank account.

**TIP:** You should record that amount in your account record and update your balance accordingly.

◆ **How can I be sure a payment was deducted from my account?**

The payment will be shown on your monthly bank statement. The statement will indicate the payment date and amount paid to the City of Thibodaux.

◆ **How do I stop a payment?**

Simply notify the City of Thibodaux and your bank, in writing, up to three business days before the bill's due date. Some banks may charge a fee for each stop-payment.

◆ **What if I disagree with my utility bill?**

Contact the City of Thibodaux Utility Department immediately at 446-7230.

◆ **How do I discontinue my direct payment arrangements with the City of Thibodaux?**

You must send a written request to the City of Thibodaux if you no longer want to pay your bill with direct payment. The written request must include the following information:

- Name on account
- Utility account number
- Service address
- Effective date
- Authorized signature on the account

◆ **What if I change banks?**

If you plan to change banks, please notify the City of Thibodaux promptly. Then, you simply fill out and sign an Authorization Form and attach a voided check from your new account.

◆ **What if there is a discrepancy between my bank account statement and the payment notice I received from the City of Thibodaux?**

Notify your bank immediately. You have **up to 60 days** from your account statement date to notify your bank in person or in writing of an unauthorized payment or incorrect payment amount.

➤ Once your authorization form has been processed, the City of Thibodaux Finance Department will notify you in writing of when this service will begin.

**City of Thibodaux  
Authorization Form**

I authorize the City of Thibodaux to draw drafts against my bank account in payment of my utility bills. Until this authorization is revoked in writing and received by the bank at least 10 working days prior to the presentation of a draft, the bank is authorized to pay these drafts when so drawn presented for payment and to charge the same to my account. I further agree to also notify the City of Thibodaux in writing if I withdraw this authority.

Date \_\_\_\_\_

<b>FROM YOUR UTILITY BILL:</b>		
_____ <b>Utility Account Number</b>	_____ <b>Service Address</b>	
_____ <b>Phone #</b>		
_____ <b>Name on Your Utility Account</b>		
_____ <b>Mailing Address</b>		
_____ <b>City</b>	_____ <b>State</b>	_____ <b>Zip Code</b>

<b>FROM YOUR CHECK:</b>	
_____ <b>Name of Bank</b>	
_____ <b>9 Digit Routing Number</b>	_____ <b>Bank Account Number</b>
_____ <b>Your Name as Shown on Bank Account</b>	
<b>Please send a voided check to assure accuracy in processing.</b>	

\_\_\_\_\_  
**Signature**

**IMPORTANT:** Attach a voided check to this form and send to  
**City of Thibodaux**  
**Attention: Utility Collections**  
**P. O. Box 5418**  
**Thibodaux, LA 70302**

If you have more than one utility account with the City of Thibodaux and wish to have drafts drawn on all accounts, please fill separate forms for each account number.

*City of Thibodaux Website :* <http://ci.thibodaux.la.us>