

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

FREQUENTLY ASKED QUESTIONS

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.