

# TOWN OF WAYNESVILLE

P.O. BOX 100

WAYNESVILLE, N.C. 28786

( 828 ) 456-3515

Dear Customer,

Thank you for your interest in bank drafting.

If you would like to have your utility payments drafted, please fill out the enclosed authorization agreement and return it to us along with a voided check or ACH form.

Your bank account will be drafted 20-25 days from the actual bill date.

Your agreement for preauthorized payments will remain in effect until the Town has received written notification from you stating you wish to terminate bank drafting of your utility account. **The Town will need a minimum of 30 days notice before canceling this agreement. Please do not close your bank account until you have verified with the Town that no outstanding draft payments exist.**

Even though your account is being drafted, you will still receive your monthly utility bill via mail. If after receiving your bill, you feel there is a problem with the amount due, please contact our office before the draft date. Please remember also, that if you change banks or bank account numbers, you will need to contact the Town of Waynesville Finance Office and complete a new draft authorization form.

In most cases, we will be able to draft your account in the same month the form is presented, but in some cases, depending on your billing date, it may be the next month's billing cycle before we can draft.

If you have any questions, please call ( 828 ) 456-3515

Sincerely,

Town of Waynesville  
Finance & Utilities Department

## **ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT BANK DRAFT SERVICES**

1. When will the payment be drafted from my bank account?

The amount of your bill will be drafted 20-25 days from actual bill date.

2. How will I know if my payment is being deducted from my account?

Automatic drafting is usually effective the second billing period after requesting the service.

3. What record will I have showing that I paid my bill?

In addition to your utility bill, your bank statement will include a record of payment.

4. Can I use Bank Draft Services to pay for more than one Town of Waynesville Utility Account?

Yes. You can pay for different service addresses using the same bank account. Remember due dates may vary and your bank account may be drafted on different dates for each service address.

5. What happens if I change banks?

Contact the Town of Waynesville at ( 828 ) 456-3515. A new application is needed to continue the bank draft service.

6. What if I have a problem with the billed amount?

Call before the due date to avoid an incorrect draft amount.

7. What if I want to Cancel the draft Service?

A written notice must be provided to permanently cancel the draft service. Payments are still due by the due date.

# TOWN OF WAYNESVILLE

## Authorization Agreement for Preauthorized Payments DIRECT PAYMENTS ( ACH DEBITS )

I ( we ) hereby authorize THE TOWN of WAYNESVILLE FINANCE DEPARTMENT, to draft my bank account on a monthly basis for the total amount of my utility bill.

Financial Institution:

Name \_\_\_\_\_

Branch \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Routing Number \_\_\_\_\_

Account Number \_\_\_\_\_

Type of Account: Check One    Checking \_\_\_\_\_    Savings\* \_\_\_\_\_

\*Savings account must have a check writing ability

This authority is to remain in full force and effect until the **TOWN** has received **written** notification from me ( or us ) of its termination in such time and manner as to afford the **TOWN and the FINANCIAL INSTITUTION** a reasonable opportunity to act on it.

\_\_\_\_\_  
( Print Individual Name )

\_\_\_\_\_  
( Signature )

\_\_\_\_\_/\_\_\_\_\_  
( Utility # )                      ( Customer ID # )

\_\_\_\_\_  
( Date )

\_\_\_\_\_  
( Service Address )

\_\_\_\_\_  
( Phone Number )

**A VOIDED CHECK OR ACH FORM MUST BE ATTACHED TO THIS FORM**

Please mail completed form and your voided check/ ACH Form to:

**Town of Waynesville  
Attn: Finance Department  
P.O. Box 100  
Waynesville, N.C. 28786**