

## City of North Muskegon

### Direct Pay Enrollment Form

In response to many requests from customers like you, we are happy to offer a payment option that will automatically pay your utility bill from your checking or savings account. Simply complete the enrollment form on the other side, detach and return it to the treasurer's office:

City of North Muskegon  
Treasurer's Office  
1502 Ruddiman Drive  
North Muskegon, MI 49445  
(231) 744-1621

***It's that easy!***

Please allow 30 days for enrollment to or termination from the Direct Pay Program.

The City reserves the right to incorporate Direct Pay program guidelines into the Utility Billing Rules and Regulations.

## City of North Muskegon

### Direct Pay Authorization Agreement

KEEP THIS DIRECT PAY AGREEMENT FOR YOUR FILES

On \_\_\_\_\_, I authorized the City of North Muskegon to initiate entries to my account at the financial institution named on the Direct Pay enrollment form. I also authorized my financial institution to charge my account for the amounts due on the bill due date.

I understand that this authorization will remain in effect until terminated in writing by me, by the City of North Muskegon, or by my financial institution. I understand the City reserves the right to terminate my participation in the Direct Pay program if my payment is rejected more than once in a twelve-month period. I will continue to pay my bill in the usual manner until it indicates on my bill that the payment will be deducted automatically. The payment options I have chosen are recorded below.

Account Type: \_\_\_ Savings \_\_\_ Checking

City of North Muskegon  
1502 Ruddiman Drive  
North Muskegon, Michigan 49445  
Phone (231) 744-1621  
[www.cityofnorthmuskegon.com](http://www.cityofnorthmuskegon.com)

***Now you can pay your***

utility bill  
the "DIRECT" way



with the  
**DIRECT PAYMENT OPTION!**

**No Checks!**

**No Postage!**

**No Late Payments!**

**No Hassles!**

**North Muskegon  
Utility Bill Payment**

**Direct Pay makes it easy!**

The City of North Muskegon invites you to select the easy way to pay your utility bill with Direct Pay. You can direct your participating bank, savings and loan or credit union to pay your utility bill by deducting the amount due from your checking or savings account. Save the cost of writing checks, stamps, envelopes and potential late fees. Simply fill out the attached form and leave your utility bill payments to Direct Pay!

**Is it safe and secure?** Yes, both the City of North Muskegon and our financial institution are required to keep your banking information confidential.

**Will I still receive a bill?** Yes, you will receive a bill, but you won't need to write a check to make your payment. Your bill will indicate that it will be paid automatically and the amount due will be deducted from your account on the bill's due date .

**What if I don't agree with the amount charged?** Contact the Treasurer's Office at (231) 744-1621 as you normally would with a billing question. You will need to call us within 10 days of the date you receive your bill to allow time for us to resolve your concerns before the payment due date.

**Direct Pay makes it easy!**

**Once I send in this form will my next bill be paid automatically?** NOT NECESSARILY. We will need 30 days to process your application. Continue to pay as you normally would until your bill indicates that you have been signed up for automatic payment.

**What if I change banks or accounts?** You will need to submit a new enrollment form with updated information. Contact the Treasurer's Office at (231) 744-1621 and we will send one to you.

**What if my payment is returned by the bank?** Payments may be returned by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, you will be charged a processing fee and late charges. The City reserves the right to discontinue your participation in the program if your payment is rejected more than once in a twelve-month period. Your financial institution may also charge you a fee for the rejected payment.

**How do I stop participating in the program?** Cancellations must be received in writing. Simply call the Treasurer's Office at the number printed on your bill and we will send you a termination form. Your request will become effective 30 days after we receive written notification.

### Direct Pay Enrollment Form

I authorize the City of North Muskegon and my financial institution to automatically deduct my utility bill payment from the checking or savings account listed below. I understand that I can notify the City in writing to terminate this authorization at any time.

Property Owners Name:  
\_\_\_\_\_

Property Address:  
\_\_\_\_\_

Utility Bill Payment (select one):  
 All quarterly and final bill payments, or  
 Only payment indicated \_\_\_\_\_

Name of Financial Institution:  
\_\_\_\_\_

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

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

Account Type (select one):  
 Savings  Checking

**IMPORTANT NOTE:** To ensure account number accuracy, **you must** attach a check marked **VOID** to this application. Enrollment cannot be completed without your authorizing signature below.

Account Holder Signature:  
\_\_\_\_\_

Date: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_  
required

*Remember to attach a check marked VOID.*