

Automatic Utility Bill Pay is a quick and easy way to pay without writing a check or leaving your home.

Your bill is paid directly from your bank account on the due date shown on your statement. Your utility bill will continue to be sent to you. This payment option is also ideal for people who travel. You no longer have to make arrangements for someone to pay your bill, or to pay your bill in advance. Whatever the reason, automatic bill pay is a convenient and safe way to make sure your utility bill is paid on time.

This banking process normally takes 30–60 days to implement and requires that you provide a copy of a voided check. To sign up, please fill out the form on the back of this brochure and mail it or drop it off to the drive thru teller at 200 Canal Street, New Smyrna Beach, FL 32168.

Terms and Conditions

Eligibility

All New Smyrna Beach Utilities customers are eligible for the Automatic Utility Bill Pay with Electronic Funds Transfer. There is no charge to the customer for this service. To sign up for the service, complete the information required on this form and attach a voided check, and return both to Customer Service by mail or by fax to (386) 424-2713. You can also drop them off at the Drive-Thru teller/nightdrop. If you are authorizing payment from a savings account, a voided check does not have to be attached, but you must contact your financial institution for the routing number and the account number to be filled in on the authorization agreement. Processing between our bank and your financial institution may take 30-60 days. Please continue to pay your utility bill as usual until you see the words “Bank Debit—Do Not Pay” on the top left hand corner of your statement.

Billing

Your utility bill will continue to be mailed directly to you. “Bank Debit—Do Not Pay” will be printed on the bill indicating that the amount will be deducted from your bank account automatically. The payment will be deducted from your bank account on the due date shown on your statement. If the due date falls on a weekend or holiday, the payment will be deducted on the next business day.

Billing Disputes

For answers to your questions regarding your bill, contact customer service at 386-427-1361/ customerservice@nsbufl.com within 18 days of the billing date. Upon notification of a billing dispute, your Automatic Utility Bill Pay amount will not be processed until the dispute is resolved. If notification is made more than 18 days following the bill date, the amount may be deducted from your account, and adjustments, if any, will be made to the following month’s utility bill.

Insufficient Funds (NSF)

If your Automatic Utility Bill Pay amount is not honored by your bank for any reason, NSBU will notify you, and you must pay your account in full. You will be removed from the Automatic Utility Bill Pay program. A NSF fee, as set by NSBU, will be added to your bill.

Changes or Termination

Automatic Utility Bill Pay amounts will be drawn upon the bank account authorized at the time of the billing for withdrawal. You are responsible for notifying NSBU in writing when you change or close the authorized account. You may discontinue making payments through the Automatic Utility Bill Pay program at any time with written notice. This written notice may be brought to 200 Canal Street or mailed to: Customer Service, P.O. Box 100, New Smyrna Beach, FL 32170.

New Smyrna Beach Utilities reserves the right to discontinue this program at any time. These terms and conditions are supplemental to those specified when utility service was obtained and can be modified after participants are notified of such changes through subsequent billing.

Compliance with Rules and Regulations

In addition to the terms set forth above, the customer shall be subject to all existing rules and regulations.



Application

Date: _____

New Application

Changes

Submitted with Budget
Billing Application

Name on Account:

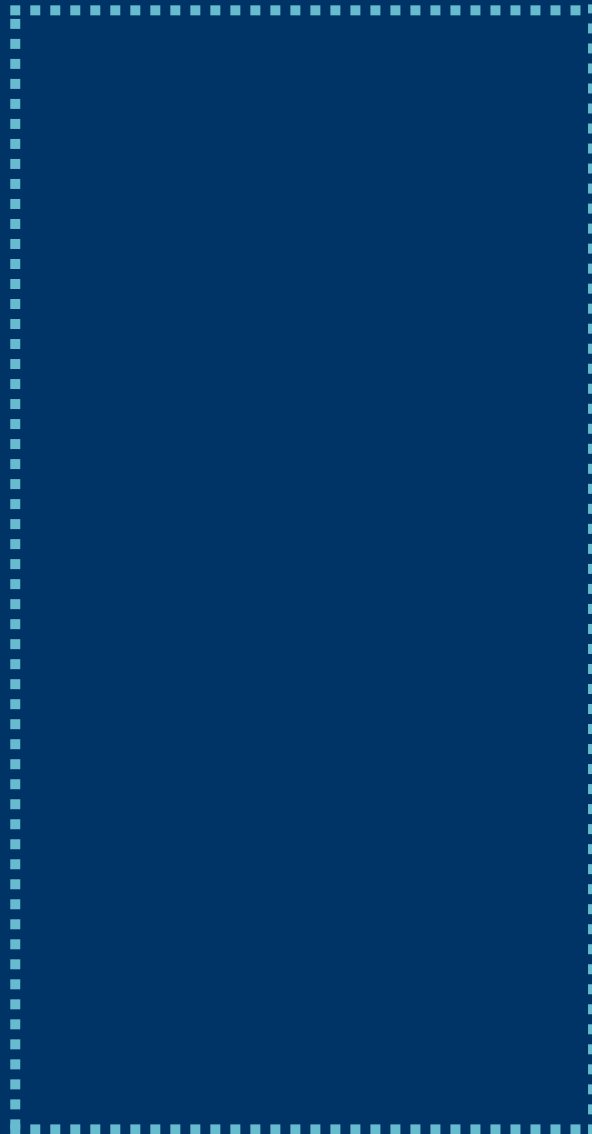
Account #:

Phone #:

I have read and agree to the terms and conditions regarding the Automatic Utility Bill Pay with EFT. I authorize New Smyrna Beach Utilities to initiate debit entries and, if necessary, to initiate credit entries and adjustments for any debit entries in error to my account indicated above and the depository name above, debit and/or credit the same to such account. I agree to allow New Smyrna Beach Utilities to debit my account for my utility billing for use of utility services. The authority will remain in effect until revoked by me in writing.

Signature

**Attached Voided
Check Here for
Account
Verification**



Automatic Utility Bill Pay

With Electronic
Funds Transfer



New Smyrna Beach
••• UTILITIES •••

200 Canal Street
New Smyrna Beach, Florida 32168