



# CITY of HIGHWOOD

Incorporated 1887

City of Highwood  
Finance Department  
17 Highwood Ave  
Highwood IL 60101

## DIRECT DEBIT AUTHORIZATION FORM

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Please complete this form and drop off the form anytime in the utility drop box located at the entrance of City Hall.

I (we) authorize the City of Highwood and the financial institution listed below to transfer (debit) money from my (our) checking or savings account and remit payment for my (our) Water and Refuse bill.

\_\_\_\_\_  
Financial Institution Name

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
ZIP

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

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

Type of Account:

- Checking  
 Savings

I (we) have read the terms of this application and agree to the terms. This authorization will remain in full force and effect until the City of Highwood has received written notification from me (or either of us) of its termination in such time and in such manner as to afford the City and my financial institution a reasonable opportunity to act on it.

\_\_\_\_\_  
Signature for Authorization

\_\_\_\_\_  
Date

\_\_\_\_\_  
Service Address

\_\_\_\_\_  
City Utilities Account Number(s)

\_\_\_\_\_  
Daytime Phone Number

\_\_\_\_\_  
Email Address (required)

## ***Direct Payment Can Save You Money***

Sign Up Now For Our Automatic Bank Payment Service! With our free Automatic Bank Payment service, you can have your City Utility bills automatically paid from any participating bank, savings and loan, or credit union account. First call your financial institution to see if it is capable of receiving electronic transmissions. Then complete the reverse side of this form and return it to us to start enjoying these benefits:

- No check to write.
- No postage to pay.
- No more monthly trips to pay your bill in person.
- No more embarrassments about forgetting to pay your bill.
- Away from home, your bill will be paid and no late charges added.

All you have to do is make sure there is enough money in your account to cover the bills, and record the payments in your records.

With Automatic Bank Payment, you keep control of your monthly payments. ***You will continue to receive a bi-monthly statement showing your usage and amount to be debited from your account.*** Three days prior to the due date, the payment will be deducted from your account. That gives you time to review the statement and call our City Collector if you have any questions. If there is a billing error, call City Hall at (847) 432-1924 and we will make every effort to correct it as soon as possible.

When you see "***We will automatically debit your bank account for the total charges of your bill - do not send payment***" on your bill; you will know our Automatic Bank Payment Service is in effect.

You may cancel your automatic bank payment at any time you feel it is no longer working for you. We must receive written notification from you at least 10 days prior to your due date.

## ***Terms of Agreement***

### ***Payment Notice, Payment Date and Billing Questions***

You will continue to receive bi-monthly statements. One day prior to your due date, the payment will be deducted from your account. If your due date falls on a weekend or holiday, your account will be charged on the next business day.

### ***Availability of Funds***

You are responsible for having enough money in the indicated account on the payment date. If the transaction cannot be processed for any reason, a past due notice will then be mailed to you and the payment must be made at City Hall. You will be responsible for all fees charged should your payment be returned for any non-payment reason. (These fees may include late charges, non-payment fees, and collection fees.) Also, your automatic bank payment service may be cancelled if two payments are returned in a 12-month period for non-payment.

### ***Record of Payment***

The amount and date of your automatic payment will be shown on your regular bank statement. This is your proof of payment. If there is a question about a payment or if the amount differs from your bill for any reason, you must notify us and your financial institution within 60 days of the date on which the error is first reflected.

### ***Account/Address Change***

Please notify us of any account or address changes to ensure timely payments. You are responsible for submitting a new application when an account or address change occurs.

### ***Termination***

This authorization will remain in effect until we receive a written notice from you 10 days prior to cancellation date or until your service has been terminated and the final bill is paid in full.

If you have any other questions, please call our office at (847) 432-1924 for customer service.