



## 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 from your bank account on the actual due 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.** A message appears on the bill indicating the draft is in effect. No message regarding the draft indicates the application is still being processed, and you will need to pay the bill in the same manner as you have in the past.

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 New Bern 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. Can I use this service if I participate in Budget Billing?

Yes. This service is available to customers participating in Budget Billing.

6. What happens if I change banks?

Contact the City of New Bern at 252-639-2750. A new application is needed to continue the bank draft service.

7. What if I have a problem with the billed amount or want to cancel the draft service?

Call before the due date to avoid an incorrect draft amount. Also, call before the due date to cancel the service or your bank account will be drafted. Payments are still due by the due date.