



**CITY OF NEW BERN
BANK DRAFT EASY PAY**

Bank Draft Services is a free service that makes it possible for you to pay your utility bill without writing a check. The City will work with your bank to automatically deduct the amount of your utility bill each month from your checking account. The service works as follows:

- You will receive your bill each month as usual.
- The City will notify your bank, savings and loan, or credit union of the bill amount on the due date.
- The amount due will then be automatically deducted on your bill's due date from your bank, savings and loan, or credit union account to pay your utility bill.

Benefits of enrolling in the program are many:

- Your money keeps working for you until the day your payment is due since your account is drafted on the actual due date.
- Save time and money each month by eliminating the need to write checks and deliver your payment to the office.
- Save money in postage if you typically mail your payments.

Enrollment is easy. Just print, sign and detach the application below and include a voided check. Send your application by: email to colldesk@newbern-nc.org, or mail to: City of New Bern, PO Box 1710, New Bern, NC 28563, or drop off at the Utility Business Office, 606 Fort Totten Dr., New Bern, NC. Keep this top portion for your reference. Continue to pay your bill as you have done in the past until your bill indicates Bank Draft Services is in effect. It will take at least two billing cycles to process your request.

For answers to other frequently asked questions, see the following page.

Detach Here

APPLICATION for AUTO BANK DRAFT

Account Information

_____ - _____

Customer Number Premise Number

I _____ authorize The City of New Bern Customer Service to set up the account listed above on Bank Draft Services and authorize the City of New Bern to draft my bank account on a monthly basis for the total amount of my utility bill.

I UNDERSTAND THAT IN THE EVENT MY DRAFT PAYMENT IS NOT RECEIVED, I WILL BE REMOVED FROM THE PROGRAM FOR AT LEAST ONE YEAR AND ALL PAST DUE BALANCES MUST BE PAID IMMEDIATELY. I HAVE ATTACHED A VOIDED CHECK FROM THE BANK ACCOUNT I WOULD LIKE YOU TO DRAFT TO PAY THE UTILITY ACCOUNT INDICATED ABOVE. I UNDERSTAND MY ACCOUNT WILL NOT BE DRAFTED UNTIL IT IS INDICATED ON MY BILL.

Customer Signature _____

Date: _____

Contact phone # () _____ **Email** _____

Bank name and address _____



FREQUENTLY ASKED QUESTIONS

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

ANSWER: The amount of your bill will be drafted from your bank account on the actual due date.

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

ANSWER: 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. QUESTION: What record will I have showing that I paid my bill?

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

4. QUESTION: Can I use Bank Draft Services to pay for more than one New Bern utility account?

ANSWER: 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. QUESTION: What happens if I change banks?

ANSWER: Contact the City at (252)639-2750. A new application is needed to continue the service.

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

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