

# City of DeLand, Florida

## *New Electronic Payment Options Available*

### *INTERNET and TELEPHONE PAYMENTS WITH NO SERVICE CHARGES*

The City of DeLand is proud to announce that paying your water bill just got easier! The City, along with Bank of America, and Springbrook Software, would like to introduce two new payment options that can be accessed via telephone or through the internet **free of service charges or convenience fees**. That is correct! You can now pay your water bill over the telephone or on-line with **NO SERVICE CHARGES or CONVENIENCE FEES**.

Telephone payments can be made electronically from your bank account, or by using your VISA or MasterCard conveniently without having to write a check or pay for postage at 1-877-578-2600.

Internet payments can be made electronically using your VISA or MasterCard by visiting our website [www.deland.org](http://www.deland.org) and following the UBPAYMENTS.com link or directly at <http://www.ubpayments.com/deland>. In addition, the website now features much more customer information as well. You can create your own personal login, arrange to receive your bills electronically, look at one year's worth of billing and consumption history and more.

These new services will replace the Speedpay services previously offered by the City and as of June 1, 2006 the Speedpay services will no longer be available.

Again, effective immediately both of these new services will now be provided **FREE OF ANY CHARGES**. Please feel free to call us at 386-626-7051 for more information on either of these services.

As an added convenience to our customers, the reverse of this notice is the authorization form form Automatic Bank Bank which allows you to pay your bill from your bank account without having to write any more checks.

Please consider the use of the new electronic options as well as "Automatic Bank Payment" to simplify paying your water bill.

# AUTOMATIC BANK PAYMENT

Tired of wasting time and money writing out checks, driving across town and then waiting in line to pay your water bill? Or paying postage to mail your water bill? “Automatic Bank Payment” may be the answer for you.

Automatic Bank Payment is a payment option that allows you to pay your utility bill without having to write a check. Your bill will be electronically paid through your bank account on the due date. You will still receive a notice in the mail so you will know how much your bill is and when it will be paid, but your bill will be electronically paid from your bank account for you. To enroll, complete and return the attached “Authorization for Automatic Payment Agreement”. **For information and assistance: Call our office at 386-626-7056 or email us at [reinerj@DeLand.org](mailto:reinerj@DeLand.org)**

The City offers this service, at no charge, as a convenience to its customers. On the due date you simply need to be sure that sufficient funds are in your bank account to cover the amount of the bill.

Complete the authorization below and return it by mail (City of DeLand, Finance Department, 120 South Florida Avenue, DeLand, FL 32720), in person at City Hall, or put it in one of our drive-through drop boxes at City Hall. To help us confirm your payment information, we ask that you include a voided check from your checking account or a deposit slip from your savings account. Please note that we cannot process your request without this. If you have any questions, please call the Finance Department at (386) 626-7056 or email us at [reinerj@DeLand.org](mailto:reinerj@DeLand.org).

## Authorization

I hereby authorize the City of DeLand to automatically initiate debit entries (charges) to my bank account (and for my bank to accept and post such debit entries) indicated below for the payment of utility services rendered by City of DeLand.

This authority is to remain in effect until the City of DeLand has received notification from me of its termination in such a manner as to afford the City of DeLand and the Bank a reasonable opportunity to act on it. I have the right to stop payment of charge entries by notifying the City of DeLand in writing. **The City of DeLand must receive this notice no later than 10 days prior to the time the account will be charged in order to make any changes to this authorization.** Any erroneous or incorrect charge will be corrected upon notification to the City of DeLand.

City of DeLand Utility Account #: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
(Please print)

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

Bank name: \_\_\_\_\_

Bank Address: \_\_\_\_\_  
\_\_\_\_\_

Bank Telephone #: \_\_\_\_\_ Type of Account: Checking \_\_\_\_\_ Savings \_\_\_\_\_

Bank Routing (ABA) #: \_\_\_\_\_ Bank Account #: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE CONTINUE TO PAY AS NORMAL UNTIL YOUR BILL INDICATES “AUTOMATIC BANK PAYMENT”.**