



**CITY OF CHANHASSEN**

**UTILITY BILL AUTO-PAY**

Deducted from your checking or savings account



**Save your checks and stamps when you sign up for auto-pay!**

For your convenience, the City of Chanhassen offers automatic payment for your City utility bill. The payment will be automatically deducted from your checking or savings account on the due date each quarter. No need to worry about late charges, or last minute payments.

To enroll, complete the authorization form and return with a voided check or savings deposit slip to:

**City of Chanhassen  
Attn: Utility Billing  
PO Box 147  
Chanhassen, MN 55317**

Visit us on the web: [www.ci.chanhassen.mn.us](http://www.ci.chanhassen.mn.us)  
The City of Chanhassen is now on Facebook!

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DETACH AND RETURN

**AUTOMATIC PAYMENT PLAN AUTHORIZATION FORM**

Please enroll me in the City of Chanhassen’s automatic payment program. I authorize the City of Chanhassen to collect payment of my utility bill by initiating debit entries (deductions) to the bank account shown on the attached voided check (required for checking accounts) or savings deposit slip (savings accounts only). I understand that this authorization will continue in force unless discontinued at my written request.

Utility Account Number	<ul style="list-style-type: none"> <li>• _____ - _____ (Found in the upper right corner of your bill)</li> </ul>
Property Address and city	<ul style="list-style-type: none"> <li>• _____ Circle one: Chanhassen   Excelsior   Chaska</li> </ul>
Signature	<ul style="list-style-type: none"> <li>• _____ Date: _____</li> </ul>
Authorized Account	<ul style="list-style-type: none"> <li>• <b>Indicate type of account for automatic payment</b> Checking Account ____ (attach voided check) Savings Account ____ (attach savings deposit slip)</li> </ul>

## Utility Bill Auto-Pay Frequently Asked Questions (FAQ)

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### **Q. HOW DO I SIGN UP?**

**A.** Simply complete and return the attached authorization form and include a voided check (for checking accounts) or a savings deposit slip (for savings accounts only)

### **Q. HOW SOON WILL THE AUTOMATIC PAYMENT PLAN START?**

**A.** Your automatic deduction will begin with the first billing cycle after we receive your completed authorization form. Please continue to pay your bill as usual until the message: "Auto Withdrawal – Do Not Pay" appears next to the amount due on your bill.

### **Q. IF I DON'T SIGN UP RIGHT NOW WILL I BE ABLE TO ENROLL LATER?**

**A.** Yes. You may return this authorization form at any time to sign up for the Utility Bill Auto-Pay program. Authorization forms are also available at City Hall, or online at the City of Chanhassen's website.

### **Q. HOW CAN I BE SURE MY BILL HAS BEEN PAID?**

**A.** Your monthly bank statement will reflect the automatic payment. If you are still unsure, you may call the utility billing line at 952-227-1144.

### **Q. WHAT IF I HAVE A QUESTION ABOUT MY BILL?**

**A.** Call the utility billing line at 952-227-1144 immediately upon receipt of your bill.

### **Q. WHAT IF I CHANGE BANKS OR ACCOUNTS?**

**A.** Fill out a new authorization form and return it to the City of Chanhassen with a new voided check or savings deposit slip.

### **Q. WILL I STILL RECEIVE A STATEMENT IN THE MAIL?**

**A.** Yes. You will still receive a statement in the mail indicating the total amount due and the due date. There will be a message: "Auto Withdrawal – Do Not Pay" displayed next to the amount due when you are signed up for auto-pay.

### **Q. WHAT IF I TRY THE AUTOMATIC PAYMENT PLAN AND DON'T LIKE IT?**

**A.** You can cancel your automatic payment at any time. Simply notify us in writing regarding the cancellation.

### **Q. WHEN WILL THE PAYMENT BE TRANSFERRED FROM MY CHECKING OR SAVINGS ACCOUNT?**

**A.** It will be transferred on the due date indicated on your bill, or the next business day if the due date falls on a weekend or holiday.

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Chanhassen, MN 55317**

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