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**Complete and print the form, sign and date, and then email, mail, or drop off at City Hall for processing.**

## REQUEST FOR A CHANGE IN BILLING

**I would like to enroll in:**

**Electronic Billing.** *Complete Account Info and Section I* Statements are delivered to your e-mail inbox only. Electronic statements are generally received earlier than paper statements.

**Automatic Payment.** *Complete Account Info, Section II* Payments are automatically withdrawn from your checking account on the due date listed on the statement.

**Monthly Billing.** *Complete Account Info, Sections I & II* Monthly billing is available to account holders who are enrolled in the automatic payment service and have opted-in to receive electronic bills.

**Account Info**

Utility Account Number: \_\_\_\_\_ - \_\_\_\_\_

Service Address: \_\_\_\_\_ Property Zip: \_\_\_\_\_

Name(s) on Utility Account: \_\_\_\_\_

**Section I**

E-Mail Address: \_\_\_\_\_

**(Required for monthly and/or electronic billing)**

*\* Monthly billing will remain in effect on this account until there is a change of ownership, the City of Chanhassen automatic payment service is discontinued, the account begins receiving paper statements, and/or the City receives notification from the account holder to discontinue monthly billing services.*

### AUTOMATIC PAYMENT PLAN AUTHORIZATION FORM (Required for monthly billing and/or automatic payment)

- 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 below.
- I certify that I have authority to initiate debit entries from the account listed below
- Payments will be deducted from my bank account on the due date listed on the utility bill, or the first business day thereafter if the due date falls on a weekend or holiday.
- I understand that this authorization will continue unless discontinued at my written request.

**Section II**

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

By signing this form you authorize the automatic payment services as outlined above.

Name(s) on Bank Account: \_\_\_\_\_

Name of Financial Institution: \_\_\_\_\_

Branch / State: \_\_\_\_\_

Checking Account Number: \_\_\_\_\_

Financial Institution Routing Number\*: \_\_\_\_\_

(\*Located between the symbols I: I: on the bottom left of your check)

**For Office Use Only**

UB Account Updated By: _____	On: ____/____/____
Online Account Setup By: _____	On: ____/____/____
Account Verification Sent By: _____	On: ____/____/____

## FREQUENTLY ASKED QUESTIONS

### **Q. How does monthly billing work?**

**A.** Customers who are enrolled in monthly billing will receive a statement via e-mail; then the bill will be automatically paid on the due date by auto-withdrawal (ACH) from the checking account indicated on the authorization form.

### **Q. How long does it take to start receiving monthly statements?**

**A.** Within 45 days of receiving the authorization form, the City of Chanhassen will enroll your account into monthly billing.

### **Q. How do I know when I'm signed up for monthly billing?**

**A.** You will receive an e-mail from the City of Chanhassen informing you that your account has been set up for monthly billing.

### **Q. Why should I sign up for monthly billing?**

**A.** Monthly billing will allow you to budget your expenses by receiving the utility bill monthly rather than quarterly. The bills will be paid automatically from your checking account, eliminating the need to send payment or log-in to an online site.

### **Q. Will I pay more for my utilities if I sign up for monthly billing?**

**A.** No, the City of Chanhassen has worked to ensure that those who are paying quarterly will pay the same as those who pay monthly.

### **Q. When will the payment be transferred from my checking 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.

### **Q. I'm already signed up for auto-withdrawal and I receive my statements electronically, am I automatically enrolled in monthly billing?**

**A.** No, you will remain on quarterly billing until we receive the monthly billing authorization.

### **Q. I didn't receive my statement electronically, but funds were still taken from my account – what happened?**

**A.** If you haven't received a statement by the 5<sup>th</sup> of the month, check the 'Spam' or 'Junk Mail' folder in your e-mail account. Also, to ensure the electronic statements are sent to your Inbox, be sure to add the e-mail address [autoreply@merchanttransact.com](mailto:autoreply@merchanttransact.com) to your 'Safe-Senders' list.

### **Q. What if I pay my bill online, can I still be enrolled in monthly billing?**

**A.** No. Unfortunately at this time, monthly billing is only offered to those residents who choose to have their bill paid through an auto-withdrawal initiated by the City of Chanhassen.

### **Q. When can I add or cancel the monthly billing?**

**A.** You may add the monthly billing to your account at any time; simply return a completed authorization form to the City of Chanhassen. You may cancel the monthly billing at any time by notifying us in writing of your request.

### **Q. What if I change accounts or banks?**

**A.** Fill out a new authorization form and return it to the City of Chanhassen.

### **Q. What if I have a question about my bill?**

**A.** Call the utility billing line at 952-227-1144.