

# CITY OF TROY AUTOMATIC WATER/SEWER BILL PAYMENT

## FREQUENTLY ASKED QUESTIONS

### **What is Automatic Bill Payment?**

Customers can authorize the City of Troy to automatically withdraw water and sewer payments electronically from a customer's checking or savings account on the due date. Customers receive the quarterly bill in advance before the payment is deducted. No checks...no postage...no late payments...no hassles.

**Automatic Bill Payment is free and easy to use. For more information, please call 248.524.3333 or visit our website [www.troymi.gov](http://www.troymi.gov).**

### **How does the customer enroll in the Automatic Bill Payment program?**

Customer completes steps 1-4 on the Automatic Bill Payment Form and returns it to the City of Troy Treasurer's Office, 500 W. Big Beaver, Troy, MI 48084.

### **How long does it take to get on the plan?**

As long as the enrollment form is received 7-10 business days prior to your due date, it will be applied to the current bill. Please follow up with Treasurer's Office to confirm that your form was received.

### **How will the customer know the amount of the bill?**

Customers will continue to receive the quarterly statement before the payments are deducted from their accounts. Water/sewer bill amounts fluctuate quarterly. This should be taken into consideration when submitting an enrollment form for Automatic Bill Payment.

### **How does the customer know that the bill has been paid?**

Each bill paid by Automatic Bill Payment will be clearly itemized on the next billing statement and on your financial institution account statement. Payments are processed on the 15<sup>th</sup> of the month due or the next business day if the 15<sup>th</sup> falls on a weekend or holiday.

### **What if a customer changes financial institutions?**

The customer must complete a new enrollment form.

### **Can a customer withdraw from the program?**

Yes. The customer can complete the Cancellation Form and return it to the Treasurer's Office.

### **Can the customer be cancelled from the program?**

Yes. The customer is cancelled immediately upon receipt of an Automatic Bill Payment returned for insufficient funds or incorrect account number.

### **Can Final Reads be paid through Automatic Bill Payment?**

No. Final Reads must be paid by check or cash. A request for a Final Read automatically will cancel a customer from Automatic Bill Payment.

### **Who can I contact for more information about Automatic Bill Payment?**

Contact the City of Troy Treasurer's Office at 248.524.3333.