



# **CITY OF TUKWILA**

## **Utility Customer Policy & Procedure Agreement for Automatic Bank Payment Program:**

### **READ CAREFULLY**

**A customer who would like to take part in the City of Tukwila's Automatic Bank Payment Program agrees to the following terms and conditions:**

- **The customers utility account must be current – with no past due balance – for it to be included in the Automatic Bank Payment Program.**
- **Until the utility bill states “Auto pay” in the “Amount Due” section of the bill, the customer is responsible for payment by other means; this may take up to two months to process. Please be patient. Once you see “Auto Pay” in the “Amount Due” section then you know that Auto Pay has become effective with that months billing.**
- **Funds will be withdrawn from the customer's bank account on the utility bills due date. The amount withdrawn will be the amount due shown on the utility billing statement.**
- **A utility billing statement will be mailed for each payment that is due. It is the customer's responsibility to review each utility statement for accuracy. The customer must inform a customer service representative at (206) 433-1849 of any changes prior to the billing statements due date.**
- **If the customer has a high bill complaint or other discrepancy, Automatic Bill Payment will continue. A bill correction will create an adjustment, which will be reflected on a future bill.**
- **To cancel participation in the Automatic Bank Payment Program, the customer must submit notification to the utility. The customer understands that cancellation requests may take several days to implement. Authorized withdrawals from the bank may occur prior to cancellation of the Automatic Bank Payment Program. The notification must include the utility account numbers that the customer would like to cancel. Notification should be sent to City of Tukwila, Finance Department 6200 Southcenter Blvd, Tukwila, WA 98188-2544.**
- **Closing bills will be sent to the customer for payment. Funds will not be automatically withdrawn for payment of closing bills.**
- **A new application for the Automatic Bank Payment Program must be filled out whenever the customer makes a change in utility service or in their bank account information.**
- **The City of Tukwila imposes a handling fee for any unpaid items returned from the bank. Two unpaid items returned from the customer's bank is cause for removal from the City's Automatic Bank Payment Program.**