



Have Your Portsmouth Public Services Bill paid Electronically!

On time payment, No check writing, and No Postage cost!

SIGN UP to pay your Portsmouth Public Services bill electronically and your payment will be automatically deducted from your designated bank account on or within 5 business days prior to the DUE DATE of your next billing cycle.

1. You will continue to receive your Portsmouth Public Services bill. The name on the Portsmouth Public Services account must match the name on the bank account the payment will be deducted from.
2. Your payment will be automatically deducted through your financial institution on or within five business days **prior** to the DUE DATE of your bill and your payment will be reflected on your next bank statement and your next Portsmouth Public Services Bill.
3. If a billing discrepancy should arise and you need to contact us to stop a scheduled payment from being deducted, you would need to do so at least 10 BUSINESS DAYS prior to the Due Date of your bill to allow enough time to be processed.
4. If you enroll and find that automatic payment is not the right program for you, you may cancel your participation at any time by notifying us, in writing, at least 30 days before your next scheduled payment.
5. Only one attempt will be made to electronically access your designated bank account for payment. If, upon assessment, there are insufficient funds in your account to cover the bill you will be assessed a LATE CHARGE, and an ADMINISTRATIVE FEE of \$50.00 and your water service will be subject to termination. To avoid termination the entire bill (to include the late charge and the administrative fee) must be paid in full by money order or by cash, in person. Your enrollment in this program may be terminated for more than one instance of non-availability of funds in your account. Portsmouth or your financial institution reserves the right to terminate this payment option at any time. The name on the Portsmouth Public Services bill must match the name on the bank account to be drafted.
6. Once you sign up for the bank draft, if you have already received a current bill, the draft will **not** take effect until the next billing cycle and you will need to pay your current bill as normal.

TO ENROLL IN THE ELECTRONIC PAYMENT PROGRAM:

- **COMPLETE, SIGN and RETURN an Authorization Agreement Form for each account you wish to have paid electronically.**
- **RETURN the completed and signed Authorization Form to us with a VOIDED check (No Starter Checks) for the bank account you would like your payments deducted from. Mail these to us at: Portsmouth Department of Public Utilities, Post Office Box 490 Portsmouth, VA 23705**
- **If you change names, addresses, banks or bank account numbers a new agreement(s) will be required.**
- **DO NOT MAIL THE AUTHORIZATION FORM AND VOIDED CHECK WITH YOUR BILL!**

Your Public Services Bill will notify you when Electronic Payment is in effect.

City of Portsmouth, VA Public Services Bill Electronic Payment Authorization Agreement

Printed Name: (as shown on your Public Services Bill)	Account Number (from your Public Services Bill)
Account Service Address (from your Public Services Bill)	City, State and Zip:
Name and Address of Financial Institution:	Financial Institution Routing and Account Numbers: Routing Number (9 digits): _____ Account Number: _____ Type of Account (circle one): Checking Savings
Signature (s) – all banking account holders must sign)	Daytime Phone Number: _____ Date: _____, 20__

I (we) authorize my financial institution to make Portsmouth Public Services bill payments directly to the City of Portsmouth (Portsmouth) and post them to my account. I agree that if insufficient funds are available in my account when assessed that I will be charged a late charge and a \$50.00 administrative fee and that my account will be subject to termination if the late charge, administrative fee and bill are not paid in full. I (we) understand that I control my payment, and if at any time I decide to discontinue the electronic payment service, I will notify the Portsmouth Department of Public Utilities in writing, at least 30 days prior to my next scheduled payment date. I have enclosed a voided check showing my name(s) and bank account number. I understand that my participation is subject to Portsmouth's pre-approval. I understand that Portsmouth is not liable in any way for erroneous bill statements or incorrect debits to my account. Should an error on the bill statement occur Portsmouth's only responsibility is to correct the error when and if it receives notice from me of the error. I understand that Portsmouth and my financial institution reserve the right to terminate this payment option and/or my participation. By signing this form I agree to be bound by the rules and procedures governing the electronic payment system that the Portsmouth Department of Public Utilities may from time to time enact.