



# Easy Plan Application

With Easy Pay, you won't have to spend time writing checks, finding stamps, or going to the post office. Your bill amount is automatically deducted each month from your bank account.

### How do I contact the Utility Billing Office if I have questions about the Easy Pay Plan?

Contact the Utility Billing Office at (434) 970-3211, or view our website at [www.charlottesville.gov/utility](http://www.charlottesville.gov/utility). The Utility Billing Division is located in City Hall, on the 1st floor. City Hall is open Monday thru Friday, 8:00 a.m. to 5:00 p.m.

### Will I still get a monthly statement?

Yes, you'll still receive a monthly statement detailing your utility consumption and amount due. However, a message will be printed on the bill stating that you're an Easy Pay Plan customer.

### What if my bank account information changes?

In order to avoid returned item charges, be certain to fill out an Easy Pay Application with your new information at least 20 days before your next due date.

### What if I don't have enough funds in my account to cover my bill?

Payments that are returned by the bank for any reason are subject to a \$25.00 returned item charge and may be assessed a deposit on their account. Customers with two or more returned items may be removed from the Easy Pay Plan.

### Can I withdraw from the EasyPay Plan?

Certainly, you may withdraw from the plan at any time. If you wish to do so, please notify the Utility Billing Office in writing at least 20 days before your next due date.

### How will I know when my Easy Pay Plan is in effect?

Easy Pay Plan starts immediately after our application is received. A message stating that you are an Easy Pay Plan customer will appear on your statement.

**To submit your application: Detach the form below, fill out the information requested, sign the authorization form, attach a voided check or information from your financial institution, return it to us by mail or in person (NO E-MAIL PLEASE) and we'll take care of the rest!**

## AUTHORIZATION AGREEMENT FOR CITY OF CHARLOTTESVILLE EASY PAY PLAN

**Account must be in good standing to activate Easy Pay Plan**

New Plan       Change Plan

Name(s): \_\_\_\_\_ Phone number: \_\_\_\_\_

Utility Account Number(s) : \_\_\_\_\_

**Please attach a voided check or information from your financial institution with your name, account, and routing information. We cannot accept applications with handwritten account/routing information. We will accept a screenshot from your online banking showing the name, account, and routing number.** Easy Pay Plan starts immediately after your application is received. I (we) authorize and request the

City of Charlottesville ("the City") to initiate electronic debit entries or use any other commercially accepted practice to charge my (our) account indicated below in the financial institution named below ("BANK"). I (we) authorize and request BANK to honor the debit entries initiated by the City and debit these charges to that account as they become due without any further authorization from me (either of us). This authorization relates to all payments required on my (our) City of Charlottesville utility account(s) identified below. It is understood that this agreement may be terminated by me (either of us) at any time up to 20 days before the scheduled date of transfer by written notice to the City of Charlottesville. I (we) understand that the City of Charlottesville retains the right to terminate this agreement at any time. I (we) understand that a \$25.00 returned item charge shall be assessed for each returned item, regardless of the reason for return, and that two or more returned items may result in termination of this agreement by the City. Two or more returned items will result in a security deposit being added to your account.

Account Holder Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only      Entered By: \_\_\_\_\_ Date: \_\_\_\_\_

**Utility Billing Office - PO Box 591 Charlottesville, VA 22902  
Phone: (434) 970-3211 [www.charlottesville.gov/utility](http://www.charlottesville.gov/utility)**