



# CITY OF HORSESHOE BAY

## DIRECT DEBIT APPLICATION

### **How does Direct Debit work?**

Direct Debit lets you authorize the payment of your utility bill directly from a checking account or credit card. In other words, your check writing days are over! Direct Debit means you won't have to worry about late payment fees or bother with envelopes, stamps and mailboxes again.

### **How will I know how much is being deducted?**

You'll still receive a copy of your bill. If you have questions about specific charges, simply contact the City of Horseshoe Bay. Otherwise, your bill will be paid automatically.

### **When will my bill be paid?**

For both the "Checking Account Debit" and e "Credit Card Debit" option, payment automatically takes place approximately five (5) business days after you receive your bill.

### **What do I save with Direct Debit?**

Since your bill is paid automatically, you save on check charges, postage and, most importantly, time.

### **What if I later decide I do not want Direct Debit?**

Simply notify us in writing and we will discontinue your enrollment.

### **How do I put Direct Debit to work for me?**

Just complete and return the Application (a voided check is required for checking account debit).

### **Is there a charge for Direct Debit?**

No.

### **What if I have multiple bills from the City of Horseshoe Bay?**

You will need to fill out an application for each account you have. Please call a customer service representative at 830-598-8741 if you have any questions.

Please complete the "Direct Debit Application" section and then sign the "Authorization Agreement". Next, complete EITHER the "Credit Card Debit" or "Checking Account Debit" section. If you choose the "Checking Account Debit" option, include a voided check and mail back to the City of Horseshoe Bay.

**Please continue to pay your bill as usual until a message appears on your bill stating that the bill will be paid by Direct Debit.**

I would like to pay by (check one)                      Credit Card                      Checking Account

### **DIRECT DEBIT APPLICATION (This Section to be completed on ALL Applications)**

Name (as shown on bill) Last \_\_\_\_\_ First \_\_\_\_\_  
Account Number \_\_\_\_\_  
Physical Address \_\_\_\_\_  
Billing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### **Authorization Agreement**

I hereby authorize The City of Horseshoe Bay and the financial institution designated in this application to charge the account/credit card I have specified for payment of my monthly service. **I understand that a \$25.00 fee will be charged to my account for each request returned for non-sufficient funds. If two requests are returned for non-sufficient funds, I will be excluded from participation in plan.** In addition, I understand that both the financial institution and The City of Horseshoe Bay reserve the right to terminate this payment plan and/or my participation therein. At any time, I may elect to discontinue my enrollment in this plan. If I so choose, I will provide written notice upon receipt of my bill to the City of Horseshoe Bay.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Phone \_\_\_\_\_

### **PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:**

#### **Credit Card Debit**

Card Type:                      Visa                      Mastercard                      Pin # \_\_\_\_\_  
Account Number\* \_\_\_\_\_ Exp. Date\* \_\_\_\_\_  
Name (as it appears on your card) \_\_\_\_\_  
Billing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

#### **Checking Account Debit**

Financial Institution \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Account Name (as it appears on your checks) \_\_\_\_\_  
Account Number \* \_\_\_\_\_

### **Include a voided check from your account. Make certain you check is marked VOID**

*\*To avoid a late notice/charge, it is your responsibility to inform the City of Horseshoe Bay of a change in expiration date or account number.*