AUTOPAY and eBILL

THE CITY OF HUNTINGTON BEACH'S "NO COST" AUTOMATIC MUNICIPAL SERVICES STATEMENT PAYMENT PROGRAM AND ELECTRONIC E-MAIL STATEMENTS PROGRAM

1. Complete and sign the AutoPay Authorized Agreement below.
2. Attach a "voided" check (**deposit slips are not acceptable**).
3. Return this form for each utility account with a single blank check marked "void" from your financial institution to:

City of Huntington Beach
Finance Department – AutoPay Program
P. O. Box 190
Huntington Beach, CA 92648-0190

AUTOPAY AND eBILL QUESTIONS AND ANSWERS

Q: What type of bank account do I need to participate?
A: AutoPay can withdraw funds from any personal or business checking account. No savings accounts are eligible.

Q: How will I know when AutoPay will make my payments?
A: Continue to pay all charges on your Municipal Services statement until you see a message on page one of your statement that you are on the City's AutoPay program and then do not remit payment for that statement.

Q: When will the funds be withdrawn from my account?
A: Payments for the amount due will be made generally on the first Thursday, 10 calendar days following your statement date.

Q: What if my banking information changes or how do, I discontinue participation in this program?
A: Simply check either the "Updated Information" or the "Please Cancel AutoPay" section below. Complete the rest of the form including any changes, sign, and return the agreement to us at the above address. Please allow ten business days for processing.

Q: I want to sign up for eBill? How do I do that?
A: You must be on AutoPay to use eBill & have your bill handy. Then go to www.huntingtonbeachca.gov/ebill

Q: What is the eBill program
A: Ebill is available only to AutoPay customers and allows you to sign up to receive monthly Utility statements by e-mail. Your Statement must indicate that you are on the AutoPay program before you can register for eBill on-line.

Q: What if a payment is rejected or if I have a question on the AutoPay or eBill programs?
A: Payments may be rejected by a financial institution for insufficient funds, closed accounts, or other reasons. If your payment is rejected for any reason, we reserve the right to charge a $30 NSF fee on your next statement and may also discontinue your participation in the AutoPay Program if your payment is rejected more than once in a 12-month period. Your financial institution may also charge fees for rejected payments. For questions, call the Cashiering staff at 714-536-5445.

Q: What other payment methods does the city offer?
A: Go to www.huntingtonbeachca.gov/payments for the latest methods including "no cost" on-line credit card payments and IVR payments at 1-877-309-4915. Payments will be credited the next business day. You will need to have your complete account number & amount to pay.

☑ Yes, please enroll me in the AutoPay Program

PLEASE PRINT CLEARLY – AutoPay Authorized Agreement

NAME AS IT APPEARS ON YOUR STATEMENT

SERVICE ADDRESS

MAILING ADDRESS

( ) - ( ) -

HOME CONTACT PHONE NUMBER BUSINESS CONTACT PHONE NUMBER

EMAIL ADDRESS

CITY OF HUNTINGTON BEACH UTILITY ACCOUNT #

CHECK OUT ALL OF OUR NEW "GO GREEN" PAYMENT OPTIONS AT WWW.HUNTINGTONBEACHCA.GOV/PAYMENTS

AUTOPAY APPLICATION CANNOT BE PROCESSED WITHOUT A VOIDED CHECK

I authorize the City of Huntington Beach and my financial institution to automatically deduct from the account provided all future payments for my Municipal Services statements. I understand that both the City of Huntington Beach and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Huntington Beach at (714) 536-5445, or fax a form canceling AutoPay to (714) 374-1603.

☑ _____

Signature is mandatory and must match name on voided check/Date

Changes to AutoPay Application

☐ Updated Information ☐ Please Cancel AutoPay

_____

Signature Date

City of Huntington Beach Use Only

❑ Checked account information Name/Date:_____

❑ Input & Processed for prenote Name/Date:_____