

SURE-PAY POLICY

Automatic Payment of Utility Bills

1. In order to be billed for the month a customer must have documentation completed and to the Utility Clerk by the first of the month for the initial withdrawal.
2. To terminate Sure-Pay arrangements, the customer must notify the City of Norwalk as well as the financial institution in writing, 30 days prior to the last payment being withdrawn from their account.
3. Request for change in status, must be in writing to the City of Norwalk two weeks prior to the billing date.
Example: name change, address change, change in financial institutions including account and ABA routing numbers.
4. If there are any transactions returned for non-sufficient funds, the customer will be removed from the SURE-PAY program and not allowed to reapply for six (6) months. This can be appealed to the City Administrator.
5. Transactions returned for non-sufficient funds, will not be resent. The customer will be required to remit the amount plus the returned check charge of \$20.00 by certified cashiers check, cash, or money order.
6. All water, sewer, and solid waste accounts must be current and all deposits and other fees paid at the time of application.
7. Accounts must be paid in full through SURE-PAY. No partial payments will be allowed.



SURE-PAY

THE SURE WAY TO PAY YOUR MONTHLY WATER BILL

What is Sure-Pay?

The "Sure" way to pay your monthly water, sewer & garbage bill automatically. You save time, effort, postage and worry about getting it paid on time. Plus electronic banking makes SURE PAY accurate and reliable.

SURE-PAY benefits for you

- * Convenient and easy
- * Timesaving
- * Accurate and Reliable

How does SURE-Pay work?

You will continue to receive your monthly bill, noting your account is SURE-PAY. You'll know how much your water bill will be and how much the financial institution will automatically pay from your checking or savings account that month. This amount will be deducted on the due date of the bill.

How do I sign up?

Just complete the authorization form and mail or bring it to our office along with a voided check from your financial institution showing your account number and the bank number. That is all there is to it.

DON'T WAIT! Sign up today and enjoy the benefits of SURE-PAY!

SURE-PAY Authorization Form

Name	Name of Financial Institution
Address	Financial Institution Address
City State Zip	City State Zip
Phone Number	Checking _ Savings_ Account Number
City of Norwalk Water Account Number	Bank ABA Number
Signature	

Complete this form and return it to the City of Norwalk with a voided check. Mail to:

City of Norwalk
705 North Ave.
Norwalk, Iowa 50211

I authorize City of Norwalk and the financial institution named here to initiate variable entries to my checking/ savings account. This authority will remain in effect until I notify City of Norwalk in writing to cancel it in such time as to afford the City of Norwalk and the financial institution a reasonable opportunity to act.

Also, I agree that I remain obligated to pay for utility services in the event that a charge to my account is dishonored. for whatever reason. and the City of Norwalk retains its normal collection rights.