

**AUTOMATIC UTILITY PAYMENT PLAN AGREEMENT AUTHORIZATION FOR  
DIRECT DEPOSITS/PAYMENTS (ACH DEBITS/CREDITS)**

**Company/  
Individual**

**Name** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**E-Mail Address** \_\_\_\_\_

I (we) hereby authorize the City of Richmond, Department of Public Utilities, hereinafter called DPU, to initiate debit/credit entries to my (our) checking account indicated on the attached voided check at the depository financial institution named on such document, hereinafter called DEPOSITORY, and to debit/credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law. **\*Note No Starter Checks are Accepted**

This authorization is to remain in full force and effect until DPU has received written notification (signed by all names on bank account) of its termination in such time and in such manner as to afford DPU and DEPOSITORY a reasonable opportunity to act on it.

**List of DPU Account Number (s)** \_\_\_\_\_

OR Check here for all accounts for this customer (Please attach list of accounts if more space is needed.)

**ATTACH VOIDED CHECK**

**\*Dollar limit if desired \$** \_\_\_\_\_

**(all names on bank account need to sign below )**

Print Name \_\_\_\_\_ **Signature** \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ **Signature** \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: ALL WRITTEN DEBIT/CREDIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.**

\*If charges exceed dollar limit specified, the customer will be required to pay entire bill manually by (cash, check or card). A payment that is over the limit can't be processed electronically.

**DPU USE ONLY:**

Entered By \_\_\_\_\_ Date \_\_\_\_\_

Customer Number \_\_\_\_\_ Cycle # \_\_\_\_\_ Bank Name \_\_\_\_\_

Routing # \_\_\_\_\_ Bank Acct # \_\_\_\_\_ Bank # \_\_\_\_\_

Cancellation Entered By \_\_\_\_\_ Date \_\_\_\_\_

## **ABOUT THE AUTOMATIC UTILITY PAYMENT PLAN**

**WHAT IS THE AUTOMATIC UTILITY PAYMENT PLAN?** The Automatic Utility Payment Plan is a convenient way to pay your utility bills at no extra cost to you. We automatically draft (debit) the amount of your monthly bill from your bank account. You avoid late fees, postage, checks, mailing and having to pay in person. It's all electronic -- all you do is maintain a sufficient bank account balance.

**HOW DO I SIGN UP?** Print this on-line application. Then, just complete and sign the application, attach a voided check and return it to:

City of Richmond, Department of Public Utilities  
730 East Broad Street, 5th Floor  
Richmond, VA 23219  
Attention: Automatic Utility Payment Plan

Or email the application to:  
DPU.AUPP@richmondgov.com

**HOW MUCH DOES THE AUTOMATIC UTILITY PAYMENT PLAN COST?** DPU does not charge for this service. It is free. Charges will only be assessed for insufficient funds at \$50 per occurrence (same as returned check fee).

**WHEN WILL MY ACCOUNT BE DRAFTED?** Your bank account will be drafted on the due date that appears at the top of your utility bill or the preceding business day if your due date falls on a holiday or weekend.

**WHEN WILL THE AUTOMATIC UTILITY PAYMENT PLAN START?** You will be notified by a message on the bottom of your utility bill the month before your first draft. You may stop paying by check when you see a special bill message on the bottom of your bill, which will state the date we will draft your payment. There is no cancelled check, but your bank statement will show the amount, date and "ACH TransferCity of Richmond" as payee.

**HOW DO I STOP OR MAKE CHANGES TO THE AUTOMATIC UTILITY PAYMENT?** You may Stop, Temporarily Stop (ex. due to an account billing investigation) by notifying us, in writing. Note: all names on bank account will need to sign the request to Stop or Temporarily Stop auto-draft. For bank or account changes resubmit a new agreement along with voided check. Reminder: All bank account holder(s) must sign the agreement. To restart auto-draft from a temporary stop request, a written notification must be submitted notifying us, to restart the auto-draft on your account. Please allow DPU and your bank a reasonable opportunity to act on the termination or changes (approx. 1-2 months). Once terminated, you will no longer see the draft message and you will need to pay manually by cash, check or card.

Send termination, temporary stop, account, and bank change request notices to:

City of Richmond, Department of Public Utilities  
730 East Broad Street, 5th Floor  
Richmond, VA 23219  
Attention: Automatic Utility Payment Plan

Or email the notification to:  
DPU.AUPP@richmondgov.com

If you have any questions, please call us between 8:00 a.m. and 4:30 p.m. Monday - Friday at 646-4646