

Automatic Bill Payment Customers

The City is transitioning to new Utility Billing software in 2020.

- ✓ Effective immediately, the City will **not** be accepting new enrollments for **Credit Card** Automatic Bill Pay.
- ✓ If you need to update your Bank Draft information (Checking or Savings Account), complete the Automatic Bill Payment Form.
- ✓ If you would like to enroll in Automatic Bill Pay with a Checking or Savings Account, complete the Automatic Bill Payment Form.

In 2020, the City will provide new instructions on how to enroll for Credit Card and Bank Draft Automatic Bill Payments through a new customer service portal. Existing Bank Draft customers (Checking/Savings), will transition to the new software without any interruption.

Credit Card Auto Pay customers will need to be removed from the program and will re-enroll through the new customer service portal. Credit Card Auto Payments will end on 3/20/2020. That payment date is the final one before going live with the new utility billing software.

If you have any questions, please call (847) 394-8500 or email us at ub@cityrm.org.

Thank you for your understanding!



City of Rolling Meadows
Utility Bill – Auto Pay Authorization Enrollment
****CHECKING OR SAVINGS ACCOUNT ONLY****
(847) 394-8500

I authorize the City of Rolling Meadows to deduct funds from my checking OR savings account named below to pay the amounts due on my utility account listed above on the 20th of each month or the next business day. I acknowledge that I will receive a monthly utility bill indicating that this is a "BANK DRAFT" from my checking or savings account. I understand that I can stop these automatic payments if I notify the City's Finance Department in writing. Changes to automatic payments may take up to 30 days to become effective. I agree to notify the Finance Department promptly if I change banks or if my account number changes. I understand that there will be an administration fee of \$30.00 charged for amounts up to \$500.00 for non-sufficient funds, closed account, etc. I also understand that if this automatic debit is not honored by my bank or financial institution for any reason under my control, my utility account will be assessed a penalty and my utility service may be disconnected for nonpayment.

ALL INFORMATION MUST BE COMPLETED OR THE ENROLLMENT FORM WILL BE RETURNED.

Please print your name and service location as shown on the City of Rolling Meadows Utility Bill:

UTILITY BILL ACCOUNT NUMBER _____

NAME _____ **DAYTIME PHONE** _____

SERVICE ADDRESS _____ **RM** _____ **PALATINE** _____

AUTHORIZED SIGNATURE _____

E-MAIL ADDRESS _____

Select Direct Debit using your bank account (check one):

_____ **Savings (ATTACH VOIDED DEPOSIT SLIP)**

_____ **Checking (ATTACH VOIDED CHECK)**

Financial Institution Account Number _____ **Routing Number** _____

Mail or bring to: City of Rolling Meadows
ATTN: Finance Department
3600 Kirchoff Road
Rolling Meadows, IL 60008

By Fax: (847) 394-8710
By Email: ub@cityrm.org

Or Leave: In white drop box
in City Hall parking lot

City of Rolling Meadows – Utility Bill Payments by Direct Debit
****CHECKING OR SAVINGS ACCOUNT ONLY****
Terms and Conditions

Automatic Payment of Utility Bills

The City of Rolling Meadows is pleased to offer utility billing customers the ability to pay their city utility bills automatically. Avoid late payments and penalties by electing an auto-pay method. Complete the “Enrollment and Authorization” form to initiate this service.

Payment Date

Your checking or savings account will be debited on the 20th of each month or, the next business day after the due date. When you receive your monthly utility bill, please review it. If you have questions or need to discuss your bill, please contact us at (847) 394-8500.

Termination

Your automatic payment option will remain in effect unless we receive written notice (letter, fax, or email are acceptable) from you or, until you request a final bill when you move. Be sure to cancel your direct debit service seven days prior to month end if you do not wish to be billed for the following month.

A separate application must be completed for each utility billing address. Please remember to reapply for automatic payment if you move to a new Rolling Meadows or Palatine address.

Change of Bank Account Numbers

It is the customer’s responsibility to notify the Utility Billing Department at the City of Rolling Meadows of any change to a bank account number and to provide updated information.

A new form is required to be submitted to authorize any change and to protect your privacy. Failure to notify the City of any changes may result in the assessment of late charges and a \$30.00 penalty—if a debit is returned for any reason.

The City reserves the right to cancel your automatic payment method due to repeated issues related to insufficient funds, or any other issue.

Questions

If you have any questions regarding this program, please contact the Utility Billing Department at ub@cityrm.org or, by phone at (847) 394-8500.