

REMINDER! Auto Pay Changes Effective January 25, 2021

Who is affected? Credit/Debit cards enrolled in Recurring Payment Program before December 20, 2020

Who is NOT affected? Accounts enrolled in Bank Draft (ACH) using routing/account information for a checking account, or customers that pay through their bank's online bill-pay program.

How will I know if I am paying with my Debit Card or Bank Draft? Please call 805-686-0137 or email utility@cityofbuellton.com to verify in which program you are currently enrolled.

Why is there a fee for Auto Pay online? Municipal Online Payments (vendor) charges a \$1.25 fee per transaction. We do not have authority to waive their fee.

Do you have a "free" Auto Pay program? Yes, our Bank Draft (ACH) program does not have a fee.

How do I enroll in Bank Draft (ACH)? Complete Bank Drafting Agreement (on reverse side) and return with a Voided Check (copy of check or bank letter confirming routing/account details is acceptable).

Is there a fee to have an online account to view my bill and account history? No, the online billing portal is free for inquiry purposes. The fee only applies to payments made through the website.

What happens if I DON'T enroll in Auto Pay online or Bank Draft (ACH)? You will need to make payment on your account each month with cash, check, online banking, call/stop by with credit card, etc. Failure to make the monthly payment would cause your account to become past due.

- Auto Pay and Bank Draft are available anytime if you would like to enroll later.
- Please enroll in online Auto Pay or Bank Draft ASAP if you intend to stay on a recurring payment program.

How do I enroll in Auto Pay online?

Don't have an online account yet? Registration is easy! Have your current bill handy.

1. Go to <https://www.municipalonlinepayments.com/buelltonca/utilities>
2. Click "Login" button. On next screen select "**Register**" link (below Login button)
3. Enter your email address, create password, enter name and phone number, click "Register"
4. Verify your email address - you will be sent you a link in email to confirm
5. Log in with Email and Password you just created
6. On "Utility Payment Home" page, click "Add Account" button

Refer to your bill for:

7. Account Number (with dashes)
8. Last Payment amount (no \$ symbol)
New utility accounts: last payment is 10.00 application fee

You may add other accounts to same login, if applicable

New and Current users: Login (Step 1) – or from "Utility Payment Home"

9. Click "Pay Account" button and select "Enroll in Auto Pay" from list
10. Select Payment Day, enter payment card information, click "Enroll Now"

Account Number	AMOUNT DUE
00-00000-000	\$100.00
Due Date	After Due Date Pay
1/20/2021	\$100.00
Billing Date	Penalty Date
12/25/2020	
Service From	Service To
11/25/2020	12/25/2020
Service Address	
107 W HIGHWAY 24q	

PREVIOUS BALANCE	\$100.00
PAYMENTS	(\$100.00)
PENALTIES	\$0.00
ADJUSTMENTS	\$0.00
PAST DUE AMOUNT	\$0.00

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
09-████-001 Active	██████████ ██████████	██████████ 12/11/2020	View Bill \$██████████ Due 1/20/	Pay Account Pay Now Schedule Payment Enroll in Auto Pay

Please contact our office with any questions at: utility@cityofbuellton.com or 805-686-0137

If you wish to enroll in the Bank Draft (ACH) program using a Checking Account, please complete and return this form with a Voided Check by February 5, 2021, first draft February 16, 2021

City of Buellton

Bank Drafting Agreement

Authorization Agreement

I hereby authorize the City of Buellton to instruct my financial institution to make my utility payments from the account named below.

Payments will be deducted around the **16th of each month** following the billing.

I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify the City of Buellton **30 days prior** to discontinuation of this service.

Please commence service around the **16th of the following month**. **The City will need to receive your completed Bank Drafting Agreement no later than the 5th of the month that service will begin.**

Service Information

Account in the Name of: _____

Service Address: _____

Phone Number: _____ Account Number: _____

Account Information

Name of Financial Institution: _____

Routing Number: _____

Checking Account Number: _____

Signature

Authorized Signature (Primary): _____ Date: _____

Authorized Signature (Joint): _____ Date: _____

Attach a voided check and return this form to the City of Buellton, PO Box 1819, Buellton, CA 93427

Original signatures only; Fax signatures will not be accepted

