

EASY PAY PLAN

The City of Auburndale now offers a new Easy Pay option for paying your City utility bill. You may now have your payment automatically withdrawn from your bank account by Electronic Funds Transfer (EFT). There is no fee charged by the City for the EFT Easy Pay Service as long as funds are available to your bank account and the transaction is honored by your bank.

(FAQ) Frequently Asked Questions

Am I Eligible? All customers may sign up for the Easy Pay Plan. Your utility account balance must be paid in full before the Easy Pay Plan can be activated.

Will I Still Receive A Bill? If you select the Easy Pay option you will still receive a monthly bill listing the amount due for all services available. You will not have to write a check, buy a money order, or travel to our office to make your payment. On your bill you will see "Bank Draft" listed. The amount of your utility bill will be deducted from your bank account by Electronic Funds Transfer (EFT) on the 20th of every month. If the 20th is a holiday or on the weekend it will be deducted the following working day.

What About Insufficient Funds? If your bank refuses to honor your EFT payment for any reason, such as insufficient funds the City will notify you of the refusal. You will automatically be charged a \$20.00 service charge and your account must be brought current immediately in cash or money order to avoid interruption in service. You will automatically be removed from the EFT Easy Pay plan.

What If I Change My Mind or Change Banks? You must notify the City of Auburndale customer service in writing if you wish to drop the Easy Pay Plan. If you change banks or accounts you will need to reapply and in writing stop the existing account transactions from which your EFT payment is made.

How long does it take before the Easy Pay Plan is working? Processing of your application may take 30 to 60 days, so continue to pay your bill as usual until you see "BANK DRAFT" printed on your bill.

QUESTIONS? - Please call customer service at (863) 965-5500

If you would like to sign-up for this plan please click the link below and print the form - Then fill it out and mail back with your voided check.