

Utility Customer Policy and Procedure Agreement for Automatic Bill Payment:

This Program is for recurring automatic payments for City of Fellsmere Utility bills. Please review this Utility Customer Policy and Procedure Agreement carefully. This Agreement outlines City of Fellsmere Utility policies and requirements pertaining to the Automatic Bill Payment program.

A customer who participates in the Utilities' Automatic Payment Program agrees to the following:

Policy

- Funds will be withdrawn from the customer's bank account on the 15th day of the month or the following business day if the 15th of the month occurs on a weekend. The amount withdrawn will be the amount due shown on the utility billing statement.
- A utility billing statement will be mailed 21 days before each payment is due. It is the customer's responsibility to review each statement for accuracy. If you have questions about your bill, please call a utility customer service representative 772-571-0127.
- The City of Fellsmere imposes a handling fee for any unpaid items returned from the bank. Two unpaid items returned from a customer's bank within a six-month period may be cause for removal from the Automatic Bill Payment program.
- Activation of the Automatic Bill Payment program takes effect on the last day of the month. Please continue to pay your bill as you normally would until you receive your first bill that indicates you are on the automatic payment plan.
- Utility customers have the right to stop Automatic Bill Payment by notifying City of Fellsmere's Utilities Department 10 days prior to the time the account has been charged.
- Any Erroneous or Incorrect charge will be corrected upon notification to City of Fellsmere's Utilities Department. It may involve a credit or debit to your account.

Change In Bank Information

- A new Authorization Agreement form must be submitted whenever the customer makes changes to bank account information.

Cancellation

- To cancel participation in the Automatic Bill Payment program, the customer must submit written notification to the Utility Department. Authorized withdrawals from the bank will occur until processing of the cancellation request is complete. The Automatic Bill Payment program will be cancelled within 10 days of receiving the request.
- Cancellation request must include the customer utility account number & service address. Please mail or drop-off cancellation requests to:

City of Fellsmere
Utilities Department
22 S Orange Street
Fellsmere, FL 32948

Or email to customerservicerep@cityoffellsmere.org. A cancellation form is attached for your convenience.

If you have questions about this service, please call 772.571.0127.