

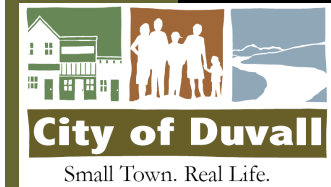
The City of Duvall is pleased to announce another way to make it more convenient for you to pay your City of Duvall utility bill. ACH Debits is a safe, convenient, free service. There are no checks to write, no stamps to buy and no late fees to worry about. It also prevents payments from being lost or stolen in the mail. Your payment is automatically deducted from your bank account on the due date.

If you have any questions regarding ACH Debits or your utility account, please contact Stephanie Goodwin, Utility Billing Clerk, at 425-788-1185 or by email at stephanie.goodwin@duvallwa.gov



City of Duvall

15535 Main St NE
P.O. Box 1300
Duvall, WA 98019
Phone: 425-788-1185
Fax: 425-788-8097
www.duvallwa.gov



***Automatic Bill
Payments (ACH)***

1. What is ACH?

Automated Clearing House. ACH has been in use since the 1970's. It is considered an established, reliable, secure way of making electronic payments.

2. Do I have to pay the full amount of my utility bill?

Partial payments are accepted if you pay by check, cash, money order or credit card only. If paying by ACH, the full amount will be deducted from your specified account. If the total amount due is not paid by the due date, the bill is considered delinquent and will be subject to late fees and possible disconnection.

3. What if I wish to cancel the ACH authorization?

You may cancel your ACH authorization by notifying the City in writing. We must receive this written notification at least five business days prior to the due date.

4. When will the payment be withdrawn from my bank account?

All payments will be deducted on the due date of each month. If the due date falls on a weekend or holiday, it will be deducted the next business day.

5. Will I still receive a paper bill?

Yes. You will continue to receive a paper bill each month. This will let you know your monthly charges and how much will be deducted from your bank account on the due date of that bill. You may also select to sign up for E-Bill on the City's website.

6. What are my options for paying my City of Duvall utility bill?

- You may mail your check or money order to P.O. Box 1300, Duvall, WA 98019.
- You may pay by check, cash, money order, MasterCard or Visa at City Hall located at 15535 Main St NE.
- You may contact your bank for bill payer services.
- You may use your Visa, MasterCard, American Express or Discover Card by contacting Official Payments online at www.officialpayments.com or via phone at 1-800-272-9829. Jurisdiction code: 5628 (A convenience fee may be applied.)
- You may enroll in the Direct Debit program using your personal checking or savings account.
- You may view and/or pay online at www.duvallwa.gov.

7. How do I apply for ACH Debits?

You may contact Stephanie Goodwin, Utility Billing Clerk, at 425-788-1185 or by email at stephanie.goodwin@duvallwa.gov. She

will send you an Authorization Agreement that must be completed and returned prior to the ACH activation on your account.

8. I already use a bill payer service to pay my City of Duvall utility bill, why should I apply for ACH Debits?

The ACH Debits program is free to use. You'll never have to worry about paying your bill late. It is more secure than paper checks. Bill payer services are not electronic. We still receive a paper check each month. Each of these checks must be processed separately. This is very time consuming and not very cost effective.

9. What type of bank account do I need to sign up for ACH Debits?

You can either use your checking account or your savings account.

10. What if my payment is dishonored or returned?

You will receive notification from the Utility Department and your utility account will be assessed a \$25.00 returned item fee along with the amount of the payment.

