SAY GOODBYE TO LATE FEES!

Blooming Grove Auto-Pay

A recurring ACH payment service for utility billing

THE CITY OF BLOOMING GROVE IS EXCITED TO ANNOUNCE AUTO-PAY: A SERVICE TO TAKE THE HASSLE OUT OF PAYING YOUR UTILITY BILL.

This new, convenient opt-in service will help you save time and money, so you can spend more time doing what you love and less time worrying about paying bills. With Blooming Grove Auto-Pay, payments will come directly from your checking account fee-free, and you will never have to worry about missing a payment again. That's right - no more checks to write, stamps to buy, late fees to pay, logins to remember, or credit card processing fees!

The best part? The one-time setup through our personable staff makes the enrollment process quick and easy!

Ready to sign up? Follow the instructions below to enroll today. Also included on the back of this sheet are frequently asked questions and the required authorization form.

*How to sign up for **Blooming Grove** Auto-Pay*

To enable ACH payments directly from your bank, follow these two simple steps.

1. FILL OUT AN AUTHORIZATION FORM (INCLUDED ON THE BACK OF THIS SHEET)

2. TURN IN THE FORM TO THE UTILITY BILLING COUNTER IN CITY HALL

And that's it! City staff will handle the enrollment process from there to ensure your future payments are worry-free.

Important note: You can **NOT** sign up for Blooming Grove Auto-Pay online. The online bill pay portal (*https://www.trafficpayment.com/InvoiceInfo.aspx?csdId=1348*) is only for credit/debit cards or one-time electronic check payments.

Did you know?

A 3% processing fee is charged for all credit/debit card payments, but Auto-Pay is **fee-free**!

Frequently asked questions

Q: How and when will this transaction appear on my bank statement?
A: Blooming Grove Auto-Pay utility bill payments will appear on your bank statement under "ACH Withdrawal Blooming Grove" and will be processed on or near the 16th of each month. This date will fluctuate depending on weekends and bank holidays.

Q: What if I am overcharged?
A: Residents enrolled in Blooming Grove Auto-Pay will receive a utility bill at least two weeks before being charged (for review purposes only). If you receive a bill that appears too high, please bring your concerns about the amount to utility billing staff immediately so we can discuss or change your balance before your account is charged. On the rare occasion any errors or issues are discovered after the billing cycle, these issues may be addressed with staff on a case-by-case basis.

Q: What happens if there are insufficient funds?
A: Any resident enrolled in Blooming Grove Auto-Pay with insufficient funds in their designated checking account will be notified by City staff to make other payment arrangements. When this occurs, the City is charged non-sufficient fund (NSF) fees by the bank. In this case, fees will be passed along to the resident, as per the below authorization form.

Q: How is my information being protected?
A: The City of Blooming Grove takes the protection of customer information seriously and is launching this program with your security top-of-mind. Limited City personnel have password-protected access to your banking information, and all voided checks are destroyed in a timely fashion following enrollment. Enrollment data and information is stored off-site on secure cloud servers that undergo weekly penetration testing and a full annual audit.

Q: What if I change my mind after signing up and want to be removed from Blooming Grove Auto-Pay?
A: You may remove yourself from Blooming Grove Auto-Pay at any time by providing written notice to cancel Blooming Grove Auto-Pay to City Hall (200 South Fordyce). Please note that, depending on when this is requested, your account may be charged for the coming month's utility bill via Blooming Grove Auto-Pay before your removal from the program is complete.