

RECURRING DIRECT DEBIT PAYMENT FREQUENTLY ASKED QUESTIONS

Payment basics

➤ **What are the benefits of recurring electronic bill payment?**

- You save time. You no longer have to find the bill, write a check, and mail it in.
- You save money. No stamps to buy and no worries about incurring a late payment charge.
- It's convenient. You no longer have to remember to pay your water/sewer bill if you are traveling or busy.

➤ **What if I don't want to pay via automatic bank account deduction?**

If you are not interested in electronic bill payment, you can continue to pay your utility bill as you always have, or use another payment option.

➤ **If I sign up for recurring direct debit bill payment, will I still get a Utility bill in the mail?**

Yes, you will continue to receive your Utility bill in the mail each month. The difference is that you no longer have to mail your payment.

➤ **Is there a charge for using the recurring direct debit payment option?**

No, the Utility will not charge you for paying your bill using the recurring direct debit payment option. You may want to check with your financial institution about any charges it may impose. If your direct debit payment is returned or rejected by your financial institution, a return check charge may be assessed.

➤ **How long will it take before the recurring direct debit payment option becomes effective?**

It will take up to 60 days from when your completed enrollment form is received for your electronic payment to start. You should continue to mail in your payment by the due date until you see "DIRECT PAYMENT" on your bill.

➤ **How will I know when I have been enrolled?**

You will be enrolled when on the return stub of your Utility bill you have a note as follows: "DIRECT PAYMENT".

➤ **What happens if I disconnect service?**

You have to pay your final bill via U.S. mail, or at the Utility Business Office- Municipal Building at 130 S. Pardee St., Marshall, WI.

➤ **Can I enroll multiple water/sewer utility accounts in this program?**

Yes. Each account must be signed up separately. Complete an application for each affected account.

➤ **Can I complete the Recurring Direct Debit Enrollment Form online?**

You can access the enrollment form at www.marshall-wi.com under utility. Print the form and mail a signed enrollment form to us at the address on the form.

Bank Accounts

➤ **If I want to enroll in the recurring direct debit payment option, what bank accounts can I use?**

The recurring direct debit payment option allows you to pay your utility bill with your checking or savings account. Some types of accounts are not authorized for electronic funds requests, so check with your financial institution.

Funds transfer

➤ **If I enroll in the recurring direct debit payment option, when will my bank account be debited?**

Once you are successfully enrolled in the recurring direct debit payment option, your bill will be deducted from your bank account on the 20th of each month. If the 20th falls on a Saturday, Sunday or holiday, your payment will be taken out the following business day.

Changing information or canceling this payment option.

➤ **What if I need to update my financial institution information?**

You must complete a new Direct Pay Plan Authorization to update financial institution information if your financial institution and/or bank account number ever changes.

➤ **What if I need to update my utility account information?**

Call the Marshall Water/Sewer Business office at the telephone number listed on your utility bill.

➤ **What happens if I want to cancel the recurring direct debit payment option?**

If you want to cancel this payment option, please call the Marshall Water/Sewer Business office at the number listed on your bill. Please contact us at least ten (10) days before your direct debit date.

Customer Service Issues

➤ **How will I know if my payment has been applied to my utility account?**

If you are enrolled in the recurring direct debit payment option, the amount deducted for your water/sewer bill will be reflected on your monthly bank statement. If you do not see the amount on your bank statement or on your utility bill, you need to call the Utility business office number listed on your water/sewer bill.

➤ **What if the payment amount deducted from my account is incorrect?**

Please call the Marshall Water/Sewer Business office as soon as possible at the telephone number listed on your utility bill.