



Dear Naperville Resident:

The City of Naperville has several great ways to help you pay your utility bills and/or parking permit. We offer, at no charge to you, Automatic Bank Draft, Budget Billing, and e-Bill. To sign up for one or both of these programs, please complete and sign the application on the opposite side of this letter and return it to us at: City of Naperville, Finance Department, 400 South Eagle Street, Naperville, IL, 60540. Please allow three to five weeks for your application to be processed. If you have any further questions about these programs, please contact us at (630) 420-6059. Thank you.

Automatic Bank Draft

Advantages:

Automatic Bank Draft will save you time, checks and postage. You will never have to worry about missing a due date again.

How it Works:

The entire balance of your utility or parking permit bill will be automatically withdrawn from your checking or savings account on the due date (unless the due date falls on a weekend or holiday, in which case it will be withdrawn on the following business day). For your records a statement will be sent showing the amount due.



If You Need Help:

If the bill is incorrect or you have any questions please contact us at least 10 days before the due date. This will allow enough time for us to correct the bill and answer any questions you may have. For assistance please contact a customer service representative at (630) 420-6059.

Budget Billing

Advantages:

This will make the unpredictable utility bill a thing of the past.

How it works:

Budget Billing is offered to our residential utility customers that have been at their current location for at least twelve months. To calculate what your budget billing amount will be, the last twelve months of your utility bill are added together and divided by twelve. This calculation determines the amount of your monthly budget bill.



Each bill you receive will show your actual usage so you can keep track for your “settle up month”. At “settle up”, we compare your total payments with the actual usage and “settle-up” your account. If you have overpaid or underpaid the difference will be included on your next monthly statement.

If You Need Help:

If the bill is incorrect or you have any questions please contact us at least 10 days before the due date. This will allow enough time for us to correct the bill and answer any questions you may have. For assistance please call (630) 420-6059.

e-Bill

Advantages:

With e-Bill; no more checks to write, no more stamps to buy, and no more rushing to get a payment mailed on time!

How it works:

e-Bill is an exciting City service for residential utility customers to view and/or pay their monthly bill online. e-Bill can be used in conjunction with Automatic Bank Draft. A simple enrollment through the city’s homepage www.naperville.il.us gets you started. Click on the e-Bill icon to start managing your utility bill payments electronically.



If You Need Help:

For questions please view the Frequently Asked Questions on the e-Bill site, or for assistance please contact a customer service representative at (630) 420-6059.

<input type="checkbox"/> New Bank Draft <input type="checkbox"/> Change Bank Draft <input type="checkbox"/> Cancel Bank Draft	
Check all that you wish to apply for: <input type="checkbox"/> Budget Billing – Utility (account must be current) <input type="checkbox"/> Bank Draft – Utility <input type="checkbox"/> Bank Draft – Commuter Parking	
<u>Account Information</u>	<u>If Applying For Bank Draft –Enter Information Below:</u>
Name As It Appears On The Bill	Name of Financial Institution
Utility and/or Parking Account Number	Bank Routing Number <input type="checkbox"/> Checking Account or <input type="checkbox"/> Savings Account Number
Street Address	*If changing or cancelling bank draft information, I authorize the termination of my previous bank information
City, State, Zip Code	
Daytime Telephone Number	Signature Date
Attach a voided check or savings withdrawal form here	

Please read and sign.

I hereby authorize the City of Naperville and the financial institution named above to pay my utility and/or commuter parking bill on the bill's scheduled due date, or the next business day if the due date is on a weekend or holiday. Each payment shall be the same as if it were personally signed and authorized by me. As with a check, sufficient funds need to be available in my account at the time of transfer. If a draft is returned to the City unpaid, a twenty-five dollar administration fee will be applied to my account. This authority is to remain in effect until the City of Naperville has received written notification from me of termination a minimum of thirty days prior to a scheduled due date. The City of Naperville reserves the right to terminate this payment plan or participation therein.

I will provide a minimum of thirty days written notice to the City of Naperville of any changes regarding the above account, i.e., changes with the financial institution, account number, account type, etc.

Processing of this application will require three to five weeks. I am responsible for paying my bills to the City of Naperville until my bill indicates that my bank draft payment program established. My bill will note when the bank draft begins by having a "BANK DRAFT" note appear on the upper right corner of my bill. I will continue to be mailed bill stating "BANK DRAFT" for my records.

Budget billing is available to our residential utility customers who have at least twelve months of service at their present location. The City of Naperville reserves the right to increase or decrease the budget amount outside of the settle up month as needed. Account must be current at time application is received and remain current to be eligible for budget billing.

I understand and agree, as per my selection, to the terms of this letter and application, and the ordinances of the City of Naperville.

Signature Date

Return this form to: City of Naperville Finance Department 400 S. Eagle Street Naperville IL 60540
(630) 420-6059

OPTIONS FOR PAYING

UTILITY BILLS & COMMUTER PARKING PERMITS

- ◆ AUTOMATIC BANK DRAFT
- ◆ BUDGET BILLING
- ◆ E-BILL



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Finance Department
400 South Eagle Street
Naperville, IL 60540
(630) 420-6059
www.naperville.il.us

