

# Save time and money!

Sign up for the City of Shelby's automatic bank draft program!

◆ ***How will my bill be paid?***

Each month, approximately two weeks after your "Date of Bill", the City of Shelby will electronically debit the bank account you've designated for the "Total Charges" on your account. The date of the deduction will be noted on the top portion of your monthly bill, on a line above the perforation.

◆ ***When will this payment option take effect?***

Your first bill will be electronically debited from the time you enroll. Your enrollment form and voided check must be received within five to ten business days from the date you receive your bill for your current bill to be debited otherwise it will be the following bill that will be electronically debited.

◆ ***How will I know the amount of my utility bill?***

You will continue to receive your bill as you do today. It will show the "Total Charges" and the automatic payment date in the top portion of your bill.

◆ ***What if I have a question on my bill or need to stop payment?***

Our Customer Services Representatives are here to answer your questions Monday thru Friday from 8:00 a.m. until 5:00 p.m. If you want to cancel an automatic payment, please contact us at least 3 business days before the automatic payment date.

◆ ***Is there a charge for this service?***

The City of Shelby offers this service to you with no charge, but we recommend that you contact your bank to find out if they charge a fee for this service.

◆ ***How do I enroll?***

Just follow these easy steps:

1. Complete the enrollment form in its entirety.
2. Sign the form.
3. Mail enrollment form with a voided check to:  
City of Shelby – Customer Services, P.O. Box 207, Shelby, NC 28151-0207  
or include with your next remittance.

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Complete, sign and return this form with your voided check to:

City of Shelby  
Customer Services  
P.O. Box 207  
Shelby, NC 28151-0207 or include with your next remittance

Yes, I want to sign up for City of Shelby's automatic payment program.

Name on Utility Account (Please Print): \_\_\_\_\_

Service Address: \_\_\_\_\_ Utility Account Number \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_