

CITY OF TROY AUTOMATIC WATER BILL PAYMENT

FREQUENTLY ASKED QUESTIONS

What is Automatic Bill Payment?

Customers can authorize the City of Troy to automatically withdraw water and sewer payments electronically from a customer's checking or savings account on the due date. Customers receive the quarterly bill in advance before the payment is deducted. No checks...no postage...no late payments...no hassles.

Automatic Bill Payment is free and easy to use. For more information, please call 248.524.3333 or visit our website www.troymi.gov.

How does the customer enroll in the Automatic Bill Payment program?

Customer completes steps 1-4 on the Automatic Bill Payment Form and returns it to the City of Troy Treasurer's Office, 500 W. Big Beaver, Troy, MI 48084.

How long does it take to get on the plan?

Customers may sign up for the plan at any time, and depending on the timing of the customer's quarterly bill, most will be converted to Automatic Bill Payment within 30-60 days. Water bills should continue to be paid as usual until the water billing statement shows you have been activated for the service.

How will the customer know the amount of the bill?

Customers will continue to receive the quarterly statement before the payments are deducted from their accounts. Water bill amounts fluctuate quarterly. This should be taken into consideration when submitting an enrollment form for Automatic Bill Payment.

How does the customer know that the bill has been paid?

Each bill paid by Automatic Bill Payment will be clearly itemized on the next billing statement and on your financial institution account statement. Payments are processed on the 15th of the month due or the next business day if the 15th falls on a weekend or holiday.

What if a customer changes financial institutions?

The customer must complete a new enrollment form.

Can a customer withdraw from the program?

Yes. The customer can send a written request to the Treasurer's Office to cancel enrollment.

Can the customer be cancelled from the program?

Yes. The customer is cancelled immediately upon receipt of an Automatic Bill Payment returned for insufficient funds or incorrect account number.

Can Final Reads be paid through Automatic Bill Payment?

No. Final Reads must be paid by check or cash. A request for a Final Read automatically will cancel a customer from Automatic Bill Payment.

Who can I contact for more information about Automatic Bill Payment?

Contact the City of Troy Treasurer's Office at 248.524.3333.