



Dear Mendota Heights Resident:

Thank you for your interest in requesting electronic payment to pay your quarterly Mendota Heights sewer bill.

Attached please find an electronic payment form to be completed and signed by you. At your convenience, please return the **signed** form with a **“voided”** check attached from the bank account you wish to have the funds withdrawn from on a quarterly basis. If you no longer have checks for your checking account, please attach written communication from your bank showing the bank routing number and account number so we can verify it is your account. In the event you wish to change bank accounts at any time, simply download the electronic payment form from our website and “X” the box that indicates you are changing banking information. This, too, will require a voided check from your new bank account or written communication from your bank showing the new bank routing number and account number. The funds for your sewer account are scheduled to be withdrawn on the following dates during the year until we are informed by you at any time that you wish to discontinue this type of payment method:

| | |
|--------------------------|-----------------------------------|
| January 22 nd | (for 10/1 to 12/31 sewer service) |
| April 22 nd | (for 1/1 to 3/31 sewer service) |
| July 22 nd | (for 4/1 to 6/30 sewer service) |
| October 22 nd | (for 7/1 to 9/30 sewer service) |

Please mark your calendar to record these transactions in your bank account register for the above-mentioned dates, as you will not receive any other notice from the City regarding the transactions mentioned. Please be aware that you will no longer receive a paper bill by mail since the funds will be withdrawn from your bank account. Your itemized bank statement will show you proof of payment. We will inform you in writing should the amount ever change based on your water consumption or due to sewer rate changes.

If you have any questions regarding your sewer account, please don't ever hesitate to contact me. Thank you for your interest in choosing electronic payment!

Sincerely,

Sharon Hinze

Sharon Hinze
Utility Billing Clerk

FAQ'S ABOUT ELECTRONIC PAYMENT:

What is electronic payment? *Electronic payment is an automatic payment whereby your payment is deducted automatically from your designated checking or savings account.*

What is the advantage of electronic payment? *It saves time and work. In addition, you can avoid the hassle of writing or mailing payment, and you are guaranteed to never have a late fee added to your account.*

How can you transfer money from my account? *Only with your authorization, using the bank routing and account number information you have provided to the City of Mendota Heights. By signing and dating the electronic authorization form on the reverse side, you are acknowledging that you are an authorized signor for the bank account containing the information you have provided to the City of Mendota Heights.*

Will I still continue to receive a sewer bill by mail? *No; once you have signed up for electronic payment, you will no longer receive a quarterly sewer bill by mail. We recommend that you mark your calendar so you remember to record your quarterly sewer payment in your checkbook register on the payment dates listed below.*

When is the electronic payment transferred from my account? *On the quarterly due date, which is scheduled to be withdrawn from your bank account on January 22nd, April 22nd, July 22nd, and October 22nd of each year. You never have to worry about forgetting to make a payment, or getting your payment into the mail in order for us to receive it on or before the due date.*

If I do not write a check, how do I keep my checkbook balance straight? *Since your payment is processed on a pre-scheduled date, you simply record it in your checkbook register on the appropriate dates, as listed above. If sewer rates should change, you will receive a written notification letter from the City of Mendota Heights prior to your next withdrawal indicating what the new withdrawal amount will be.*

Without a canceled check, how can I prove that I made my payment? *Your itemized bank statement will list all of your banking transactions, and that will be your proof of payment. You are always welcome to contact the City of Mendota Heights Utility Billing Clerk for a payment history of your sewer account.*

What if I change bank accounts? *Simply download a new electronic authorization form from the City of Mendota Heights website, or notify the City of Mendota Heights, and we will send you a new authorization form to complete. Just attach a voided check, savings deposit slip or written documentation from your bank showing the bank routing number and your account number so we can update your banking information.*

How much does electronic payment cost? *It costs you nothing. In addition, you save time, the cost of postage, checks and envelopes, and peace of mind that your payment will be made prior to the due date, avoiding any late fees.*

What if I try electronic payment and don't like it? *You can cancel your authorization any time by simply notifying the City of Mendota Heights.*