



1400 Lytle Rd.
Waynesville, Ohio
Phone (513)897-3994
Fax (513)897-3994

The Village of Waynesville is offering customers the option of paying their utility bill electronically. Please fill out the enclosed form and return to us to sign up for this service.

Electronic Payments

Electronic Payments are transactions made without the use of paper documents. Funds are transferred from the customer's checking or savings account.

How do I sign up for direct payments? You must complete the authorization form and sign it. Please provide a copy of a voided check or deposit ticket. This will help ensure that your transactions are appropriately posted.

How are these bills paid? On the normal due date (the 16th of the month- If the 16th falls on a weekend or any other day the bank is closed, the withdrawal will occur on the business day following the due date) the Village 's bank (Lebanon Citizens National Bank) will instruct your bank to deduct the amount of the bill from your account. Your bank then withdraws that amount and forwards the payment electronically to the Village of Waynesville's bank.

How can I be sure the bill was actually paid? The payments will be shown on your monthly statement from your financial institution.

Will I receive notice of a payment due from the Village of Waynesville each month? Yes. The Village will continue to mail your utility bills as usual on or about the first of each month..

If I don't have a check or receipt, how can I prove I have paid my bill? Your monthly statement from your financial institution will include information on the payments you've made, including who the payment was to, the amount of the payment and the date that it was paid.

What if the amount of the payment notice from the company is incorrect or I want to dispute my bill? If you have any questions or concerns regarding your bill or the amount due, you should call the Village office immediately, 897-8015.

What if there is a discrepancy between the information on my bank account and the payment notice I received from the Village of Waynesville? Notify your bank immediately.

What if I no longer want to pay my bill by Electronic Payment? You must notify the Village of Waynesville in writing that you want to stop paying your bills by electronic payment.

If you have any further questions please contact Dianne Dawson at The Village of Waynesville, 897-8015.

**The Village of Waynesville Utility Department
Authorization Agreement for Automatic Payment via ACH**

Customer Information

Your Name _____

As it appears on your bank account if different

Address _____ City _____

State _____ Zip _____ Phone _____

Service Address _____

(If different)

Utility Account # _____

(Located on your utility bill)

Financial Institution Information

Financial Institution's Name _____

ABA Routing # _____ Account # _____

Address _____ State _____ Zip _____

Phone# _____ Account Type _____ Checking _____ Savings _____

Date of first ACH payment _____

*** Please enclose a copy of a voided check or deposit ticket**

Authorization

I hereby authorize The Village of Waynesville to initiate debit entries to my (our) account indicated above. This authority is to remain in full force and effect until written notice from me has been received by The Village of Waynesville in such manner as to afford reasonable time to act on it.

Date _____ **Signature** _____
