

UTILITY PAYMENT OPTIONS



1. **ONLINE:** municipalonlinepayments.com/tiffinia
 - Credit/Debit Cards, Fee: 2.4% + \$2.00 (can schedule autopay)
 - E-check, Fee: \$2.00 (can schedule autopay)
2. **OVER THE PHONE (IVR):** Call # 866-324-7668
 - Credit/Debit Cards, Fee: 2.4% + \$2.00
3. **PAYMENT IN MAIL:** 300 Railroad Street, PO BOX 259, Tiffin, IA 52340
 - Checks only. (If using bank pay, please be sure your correct information is on your account.)
4. **PAYMENT DROP BOX:** Lock Box located on College St. entrance by City Hall (checked 2x a day)
 - Checks only.
5. **IN PERSON:** 300 Railroad Street, Tiffin, IA 52340, Office hours: M-F 8:00 am-4:30pm
6. **ACH AUTO WITHDRAWAL:** See authorization form below. Drafts monthly on the billing due date with no fees.

Sign below ONLY if you want to sign up for auto bank draft.

ACH AUTHORIZATION FORM

MUST provide: Voided check or letter from bank with account information.

TERMS AND CONDITIONS FOR AUTO DRAFT

Customer may terminate this agreement for any reason whatsoever by giving the City of Tiffin ("The City") written notice of the agreement's termination. Termination shall not be effective until three business days after The City receives the customer's notice of termination.

1. Should the customer choose to cancel their monthly auto draft payment, the City would need notice at least four business days before the payment is to be processed.
2. If the customers' banking information changes, they must sign a new authorization agreement and provide updated information to the City of Tiffin at least four days before the payment is to be processed.
3. Customer will pay a \$25.00 fee for any returned payments to The City.
4. Automatic drafts will be debited from the provided bank account on the 20th day of the month. (If the 20th is a non-business day, payment will be made on the next business day).
5. The City will reimburse the customer for any amounts wrongfully debited from the customer's checking or savings account. The City will not be liable for any other actual, incidental, consequential or special damages resulting from any wrongful debit from the customer's checking or savings account.
6. If you begin a new or additional utility service within Tiffin, you will need to set up ACH for each additional service. ACH drafts do not transfer to new services.

By signing the following request form, I authorize the City of Tiffin to initiate entries to my checking or savings account and authorize the financial institution (bank/credit union) named to debit my account for payment of my City of Tiffin Utility Account. I understand this authorization is subject to the terms and conditions of the Auto Draft agreement.

AUTHORIZATION SIGNATURE _____ DATE: _____

UTILITY SERVICE ADDRESS: _____

OFFICE USE ONLY: Date Completed: _____ Account # _____