

# CITY OF GATLINBURG UTILITY DEPARTMENT

P.O. BOX 5  
GATLINBURG, TENNESSEE 37738  
865-436-1407

## **Direct Payment (ACH Debit) Plan Plan Description and Authorization Form**

**What is it?** The Direct Payment Plan is a free service provided by the City of Gatlinburg. The Plan allows participating customers to pay their monthly Utility Bill directly from their designated financial institution checking or savings account. The Plan saves time (fewer checks to write) and postage. The Plan eliminates charges for late payments resulting from checks lost or delayed in the mail. The Plan is convenient for those times when you are on vacation or out of town.

**How does it work?** Each month you will receive your City of Gatlinburg Utility Bill detailing your current utility charges, previous balance, payments and credits. Your bill will indicate the amount that will be deducted from your designated bank account. The direct payment (ACH Debit) will be deducted on the due date (or the first business day following the due date). Your monthly bank statement is your proof of payment and will show the amount and date of your direct payment/ACH debit. If you have a question regarding your direct payment, or the amount differs from your bill, you must notify the City of Gatlinburg and your financial institution within sixty (60) days of the statement date.

**What are the terms?** You must authorize the Direct Payment Plan by returning to us a signed Direct Payment Authorization Form. The amount of the Direct Payment may vary each month and will be stated on your monthly Utility Bill as the "Total Now Due." Direct Payment will continue as long as your account remains in good standing or until you request a change. Only one attempt to transfer funds will be made per month. An account with a payment rejected by your financial institution because of insufficient funds will incur a \$20.00 Service Charge and late penalty. The City of Gatlinburg will have no liability whatsoever if such payment rejection results in the disconnection of your water service. Direct Payment participation may be cancelled by the City of Gatlinburg on any account for which direct payment is rejected more than once within a 12-month period. If the City of Gatlinburg finds it necessary to terminate this agreement, written notice will be sent to the Customer.

**How do I sign up?** Complete and sign the Direct Payment Authorization Form on the reverse side and return it to the address at the top of this form **together with a voided check from your checking account** (checking account deposit slips are not acceptable). Continue to pay until you see the words "Bank Draft - Do Not Pay" printed on your bill. This Authorization will remain in effect until the City of Gatlinburg has received written notification of its termination in such time and manner as to afford the City of Gatlinburg a reasonable opportunity to act on it.

This form is available on our website [ci.gatlinburg.tn.us](http://ci.gatlinburg.tn.us)

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# City of Gatlinburg Direct Payment (ACH Debit) Authorization Form

\_\_\_\_NEW \_\_\_\_CHANGE \_\_\_\_CANCEL

I(we), have read, understand and agree to the Direct Payment Plan as outlined in the Plan Description. I(we ) hereby authorize the City of Gatlinburg and the financial institution designated below, to deduct directly from my(our) account(s), the amounts necessary to make automatic payments for Utility Services provided by the City of Gatlinburg. I understand that if any account number(s) listed on this Form changes, this authorization will remain in effect for the new account number(s).

## Utility Account Information:

Customer Name (as it appears on the account)

Utility Account Number(s)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Financial Institution Information: Attach voided check (checking account deposit slips are not acceptable).**

\_\_\_\_\_  
Printed or Typed Name(s) exactly as it/they appear(s) on your Bank Statement

\_\_\_\_\_  
Bank Name and Address

\_\_\_\_\_  
Bank Account Number

Checking \_\_\_\_\_ Savings \_\_\_\_\_

\_\_\_\_\_  
Bank Transit Routing Number - located on bottom  
left of check between the symbols |: |:

**This form cannot be processed without your signature(s):**

\_\_\_\_\_  
Signature(s) of Bank Account Holder(s)

\_\_\_\_\_  
Date