

## Sign Up and Start Saving

### Customer Information:

Customer Name (as it appears on your bill)

Service Address—Street

City State Zip

Phone (area code)

Electric \_\_\_\_\_ Water \_\_\_\_\_

Financial Institution

Type of Account: \_\_\_\_\_ Checking \_\_\_\_\_ Savings

Account Number: \_\_\_\_\_

I authorize the company(s) indicated to instruct my bank/savings institution to make my payments from the account listed above. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify the company or companies.

Account holder signature

Date

Note Please enclose a voided check or savings deposit slip so that we can confirm the correct banking information.

\_\_\_\_\_ check here if you want a copy of this authorization. **Do not send payment!**

Save  
Time  
&  
Money

With **Automatic Withdrawal**,  
the better way to pay bills

## Sign Up

**FOR AUTOMATIC BILL PAYMENT TODAY!**

### **How long will it take before my payments are made automatically?**

Usually a month after **Automatic Withdrawal** receives your authorization form. Just continue to make your payments as you normally do until you are notified by us that the automatic payments will begin.

### **How do I know how much my bill is?**

The MSC will send you a bill at least 10 days before the 15th of the month.

### **What if I have a question about the amount of my bill?**

Contact the MSC regarding your **Automatic Withdrawal** payment before the 15th of the month.

### **Can I stop Automatic Withdrawal at any time?**

Yes. Simply call or write the MSC regarding your **Automatic Withdrawal** payment.

### **How much does it cost?**

Nothing. The MSC does not charge for this service

### **If I've already signed up with another utility, must I complete the form again?**

Yes. Please complete the form again.

**Municipal Services Commission  
216 Chestnut Street  
New Castle DE 19720**

## It's So Easy!

With **Automatic withdrawal**—the better way to pay bills, you won't have to spend time writing or mailing checks, or driving and waiting in line. Actually, our bills won't even take any time at all.

You'll save the cost of your checks, stamps, and by not driving to a bill payment location, you'll save on gasoline. Plus, you'll never have late charges. Your bill will always be paid on time, even when you are out of town.

Monthly or quarterly, the amount due, will be paid automatically from your checking or savings account for the utility you've indicated. The payment will be listed on your monthly checking or savings account statement and on your next utility bill.

It's easy to sign for **Automatic Withdrawal**. Just check off the bills you'd like **Automatic Withdrawal** to pay. Also fill in your account number. Then complete your address and bank information, and send it along with a voided check or deposit slip to: Municipal Services Commission, 216 Chestnut Street, New Castle DE, 19720. Your bills will start being paid by Automatic Withdrawal as early as next month.

### **How do I sign up for Automatic Withdrawal?**

Simply complete the **Automatic Withdrawal** authorization form, and mail it with a void check or saving deposit slip.

### **How will my bill be paid?**

On the workday nearest the 15th of the month, the MSC will inform your bank institution of the amount due. The bank will automatically deduct that amount from your account.

May I use any financial institution or credit union checking account to **make my payment with Automatic Withdrawal?**

Yes! All financial institutions can participate in this program.

Where do I send the form?

Just enclose the authorization with your next payment or mail it to: Municipal Services Commission, 216 Chestnut Street New Castle DE 19720

For additional information, call (302) 232-2330