

## **CITY OF THIBODAUX DIRECT PAYMENT INFORMATION**

The City of Thibodaux offers our utility customers an automated payment option called direct payment. It is a free service that allows you to automatically pay your utility bill using your checking account. When you elect direct payment, you authorize the City of Thibodaux to electronically collect the monthly bill from your checking account to pay your utility bill on the due date. You will continue to receive a copy of your utility bill each month and the payment will be shown on your monthly bank statement. Benefits include:

- Save time and money
  - Eliminate lost and late payments
  - Decrease check writing
- **To start direct payment, you will need to:**
  - Complete the attached form
  - Provide a voided check.
  - To know if the direct payment is set up for your account, please look for the statement "Net Paid by Draft" on your utility bill. Until you see this on your bill, please make utility payments directly with the City.
- **To discontinue direct payment**, you must send a written request with the following information:
  - Name on account
  - Utility account number
  - Service address
  - Effective date
  - Authorized signature on the account
- **To stop a direct payment:**
  - Simply notify the City of Thibodaux and your bank, in writing, up to three business days before the bill's due date. Some banks may charge a fee for each stop-payment.
- **To dispute a utility bill:**
  - Contact the City of Thibodaux Utility Billing Department immediately at 985-446-7230 or 985-446-7222.
  - If there is a discrepancy between the bank & the City immediately, you have up to 60 days from your account statement date to notify your bank in person or in writing of an unauthorized payment or incorrect payment amount.
- **To change banks or checking accounts:**
  - Please notify the City of Thibodaux promptly. Then, you simply fill out and sign an Authorization Form and attach a voided check from your new account.

If you need any information about our direct payment, please call our Billing office at 985-446-7230 or 985-446-7222.