

CITY OF THIBODAUX

CUSTOMER'S GUIDE TO DIRECT PAYMENT

The **CITY OF THIBODAUX** now offers their utility customers a new automated payment option called **direct payment**. It is a service that allows you to automatically pay your utility bill using your checking account. The direct payment option offers you the following benefits:

- Save time and money
- Eliminate lost and late payments
- Decrease check writing
- Have bills paid while on vacation

+ **How much does this service cost?**

It's free!

+ **What is Direct Payment?**

Direct payment is an efficient electronic payment alternative to paper checks. When you use direct payment, you authorize the City of Thibodaux to electronically collect a preauthorized amount from your checking account to pay your utility bill. Instead of writing a check every month, your bank will automatically make the payment on a predetermined date (utility bill due date) for you. It's that simple.

+ **How do I get started and sign up for direct payment?**

It's easy! All you need to do is fill out the enclosed authorization form, provide a **voided check** (not a deposit slip) from your bank account and return to the City of Thibodaux. By providing a voided check, this ensures that all the bank account information is correct.

TIP: Keep a copy of your completed Authorization Form for your records.

+ **How are my utility bills paid?**

The City of Thibodaux will continue to mail or e-mail your monthly bill as usual. On the utility bill's due date, the City of Thibodaux will deduct the amount due from your bank account.

TIP: You should record that amount in your account record and update your balance accordingly.

- **How can I be sure a payment was deducted from my account?**

The payment will be shown on your monthly bank statement. The statement will indicate the payment date and amount paid to the City of Thibodaux. You can also go online at <https://thibodauxla.municipalonlinepayments.com/thibodauxla/utilities> or call Pay by Phone at 1-833-892-0179 to check your utility account balance.

- + **How do I stop a payment?**

Simply notify the City of Thibodaux and your bank, in writing, up to ten business days before the bill's due date. Some banks may charge a fee for each stop-payment.

- + **What if I disagree with my utility bill?**

Contact the City of Thibodaux Utility Department immediately at 446-7230.

- + **How do I discontinue my direct payment arrangements with the City of Thibodaux?**

You must complete an [ACH Stop Payment Authorization Form](#) within 10 (ten) business days to the City of Thibodaux if you no longer want to pay your bill with direct payment. The written request must include the following information:

- Name on account
- Utility account number
- Service address
- Effective date
- Authorized signature on the account

- + **What if I change banks?**

If you plan to change banks, please notify the City of Thibodaux promptly. You must send a written request within 10 (ten) business days to the City of Thibodaux. Then, you simply fill out and sign a new [Authorization Form](#) and attach a voided check from your new account.

- + **What if there is a discrepancy between my bank account statement and the payment notice I received from the City of Thibodaux?**

Notify your bank 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.