



Bank Draft Authorization and Change Form

City of Monroe
Customer Service
(318)329-2359

Customer Information

Name: _____ Date: _____

Service Address: _____ Account/Customer No.: _____

Financial Information

Name of Bank: _____ Account No.: _____

City/State: _____ Routing No.: _____

Type of Request

New Bank Draft Authorization:

Change Existing Bank Information Authorization:

Cancel Bank Draft Authorization:

Bank Draft Authorization Agreement

Please note that your bank account will be drafted by the due date noted on the bill. If for any reason the bank draft is returned not paid, the customer will be responsible for making payment of the bill plus an insufficient fee. If payment is not received ten days after the due date, your service will be subject to disconnection. After two returned bank drafts, you will be removed from bank draft and responsible for making payment by cash or money order.

Written notification of any changes must be received at least 10 business days prior to the due date by the City of Monroe Customer Service Representatives.

I have given authority to the CITY OF MONROE UTILITY DIVISION and the above financial institution to draw drafts against my bank account in the payment of my utility bills. This authority will remain in effect until I have cancelled my bank draft service in writing.

Applicant Signature: _____ Date: _____

Form Instructions

Authorization forms must be completed and delivered to the City of Monroe Breard Annex located at 316 Breard St. A Customer Service Representative will review the authorization form for completion and deliver it to the Billing section. A copy of the completed form will be mailed to you after being processed. Positive proof of identification and a voided check will be required.

Office Use Only

Date Received: _____ Entered By: _____ Date Entered: _____ Date Effective: _____

Bank Draft Service

The City of Monroe offers bank draft for the convenience of customers who would rather not write a check to pay their utility bill. We will work with your bank to automatically deduct the amount of your utility bill each month from your checking or savings account at no charge.

How does the program work?

You will receive your bill each month as usual. We will send your financial institute your current bill amount by the due date on your utility bill. Your bank will automatically deduct the amount from your bank account.

When will the payment be drafted from my bank account?

The amount of your bill will be drafted from your account on by the actual due date. Your utility bill will show the date and the amount to be drafted.

How will I know if my payment is being deducted from my account?

After you have signed up for bank draft, it usually takes effect by the next billing period. After you sign up for draft services, look at you next utility bill. A bank draft message will appear on your bill if we are drafting your account. If no message appears, we are still processing your request, and you will need to pay your bill as you have been doing. If you receive another bill with no message, please call 318-329-2391.

What record will I have showing that I paid my bill?

Your bank statement will include a record of payment.

Can I use the automatic payment service to pay for more than one account?

Yes. You can pay for several different utility accounts with the same bank account information.

What if I need to change my bank information?

We will need a new [Bank Draft Authorization and Change Form](#) from you at least 10 business days before the due date to continue the bank draft service.

How do I sign up for bank draft?

Complete and sign the [Bank Draft Authorization and Change Form](#). Then, deliver the form with a voided check to the City of Monroe Breard Annex located at 316 Breard St and give it to a Customer Service Representative.

What if I have a problem with the bill amount?

Call 318-329-2391 at least 10 days before the due date and we can stop the draft for that month.

What if I have a question about bank draft?

Call us at 318-329-2359 or visit our office at 316 Breard St.