

# City of Hoschton

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## AUTOMATIC UTILITY BILL PAYMENT PROGRAM

### Automatic Clearing House (ACH) Draft Agreement

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Name on Account: \_\_\_\_\_ Bill Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

\_\_\_\_\_

I hereby authorize the CITY OF HOSCHTON, to initiate debit entries to my

Checking Account /  Savings Account (select one)

indicated below to pay my monthly utility bill. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law.

Bank Name: \_\_\_\_\_

Bank Routing # (9 digits): \_\_\_\_\_

Bank Account #: \_\_\_\_\_

This agreement is to remain in full force and effect until the City of Hoschton has received written notice from me of its termination. Notification to terminate ACH draft must be submitted at least seven (7) business days prior to due date.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

City of Hoschton  
**Automatic Utility Bill Payment Program**  
Frequently Asked Questions

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**How do I sign up for this program?**

Complete the ACH Draft Agreement and return in person or by mail Attn: Utility Billing to the Hoschton City Hall located at 61 City Square, Hoschton, GA 30548.

**Will I receive notice before you draft my bank account?**

Yes, you will receive a normal bill. Your checking account will not be drafted until the due date that appears on the bill. There will be a message on your bill noting that you are enrolled in the Automatic Utility Bill Payment Program.

**Is there a charge for this service?**

No, this is a free service.

**What happens if I have a leak or bill adjustment?**

You should contact the Utility Billing department at 706-654-3034 to discuss your bill as soon as possible. If your account is adjusted prior to the bill due date, the adjusted amount will be drafted from your account.

**If I can't pay my entire bill, will you draft a partial payment from my checking account?**

No. We are only able to draft the entire amount due on your bill.

**What happens if a draft is declined by my bank?**

Your utility account will be subject to late/service fees and possible service termination. After two returns, for any reason, from your bank, the automatic bank draft will be discontinued.

**How can I cancel automatic draft payments?**

Cancellation requests must be submitted in writing seven (7) business days prior to the due date listed on the bill. You may fill out a cancellation form at City Hall or send an email to [info@cityofhoschton.com](mailto:info@cityofhoschton.com) requesting cancellation.