

## **Automatic Payment Agreement**

This program is for recurring automatic payments for Martin County utility bills. Please review the Utility Customer Policy and Procedure Agreement carefully. This agreement outlines Martin County utility policies and requirements pertaining to the Automatic Bill Payment program.

### **Utility Customer Policy and Procedure Agreement for Automatic Bill Payment:**

A customer who participates in the Utilities' Automatic Bill Payment Program agrees to the following:

#### **Policy**

- Funds will be withdrawn from the customer's bank account on the utility bill's due date. The amount withdrawn will be the amount due shown on the utility billing statement.
- A utility billing statement will be mailed 21 days before for each payment that is due. It is the customer's responsibility to review each statement for accuracy. If you have questions about your bill, please call a utility customer service representative at 772-221-1434.
- Martin County imposes a handling fee for any unpaid items returned from the bank. Two unpaid items returned from the customer's bank within a six-month period may be cause for removal from the Automatic Bill Payment program.
- Activation of the Automatic Bill Payment program takes from four to six weeks, so please continue to pay your bill as you normally would until you receive your first bill that indicates that you are on the automatic payment plan.
- Utility customers have the right to stop payment of the charge from Automatic Bill Payment by notifying Martin County Utilities 10 days prior to the time the account has been charges.
- Any erroneous or incorrect charge will be corrected upon notification to Martin County Utilities. If corrections in the debit account are necessary, it may involve a credit or debit to your account.

#### **Change in Bank Information**

- A new Authorization Agreement for the Automatic Bill Payment Program must be submitted whenever the customer makes a change in bank account information.

#### **Cancellation**

- To cancel participation in the Automatic Bill Payment program, the customer must submit written notification to the utility. Authorized withdrawals from the bank will occur until processing of the cancellation request is complete. The Automatic Bill Payment program will be cancelled within 10 days of receiving the request.
- Cancellation request must include the customer utility account number. Send cancellation requests to:

Martin County Utilities Customer Service  
P.O. Box 9000  
Stuart, Florida 34995-9000

If you have questions about this service, please call 772-221-1434. We look forward to hearing from you.