



City of Lewiston - Utility Billing

Automatic Bill Pay Information & Enrollment

www.cityoflewiston.org • PO Box 617 • Lewiston, ID 83501 • Tel 208.746.3671 Ext 0 • Fax 208.746.1907

Who is eligible?

This program is available to the property owner on file with Nez Perce County. Tenants are not eligible for the Automatic Bill Pay program.

How do I sign up?

Complete and sign the bottom section of the enrollment form, select 'new request', enclose a voided check (sorry deposit slips will not be accepted), and deliver it to City Hall or mail to:

City of Lewiston
PO Box 617
Lewiston, ID 83501

I only have a debit card, Can I still sign up?

Yes. You will need to have your bank provide alternative documentation such as a counter check or member card with the routing and account numbers.

What does it cost?

The City of Lewiston will not charge any fees to participate in Automatic Bill Payment. Please contact your financial institution for any fees regarding electronic funds transfers.

How does it work?

Utility customers authorize the City of Lewiston to withdraw utility payments electronically from checking or savings account on the **15th** of each month. (If the 15th falls on a weekend we will draw on the next business day). Customers will still receive their monthly statement showing water consumption and the amount of payment in advance before the payment is deducted.

Should I still pay my current (or final) bill?

Yes, please pay your current bill. **Accounts will need to be brought current before starting Automatic Bill Pay.** Our system will **not** auto-deduct past due amounts.

After you have been successfully enrolled, your utility statement will show: "DO NOT PAY - AUTOMATIC BILL PAYMENT SCHEDULED."

Final bills will also need to be paid using a method other than Automatic Bill Payment. A request for a final read will remove a customer from the program.

How do I know my bill has been paid?

Your payment to the City will be clearly marked on your financial institution's itemized account statement as "City of Lewiston."

How do I cancel Automatic Bill Payment?

You may request removal from the program at any time by notifying the City in writing no later than the **5th** of the month.

What if I have questions regarding a bill?

Please call the City no later than the **5th** of the month. After that time, the City may not be able to adjust the debit amount.

What happens in the event my account is overdrawn/payment is rejected?

Payments may be rejected by your financial institution due to insufficient funds, closed/unauthorized accounts, or other reasons. If your payment is rejected for any reason, the City may charge a fee. This fee, plus the remaining balance on the utility account, must be received prior to the shut-off date in cash, cashier's check, or by credit/debit card. All delinquent charges will apply. The City reserves the right to terminate your participation in the Automatic Bill Pay program if your payment is rejected.

After I'm enrolled, how do I change information on my Automatic Bill Payment?

Simply notify the City in writing of any changes (bank account information, address). You may also resubmit this form and select 'bank information change.' The City will not be responsible for any losses which result from inaccurate information, or failure to provide us with timely notification of changes.

I have more questions.

For other questions regarding Automatic Bill Pay, please contact Utility Billing by phone at 208.746.3671 extension zero, or by emailing ubinquiries@cityoflewiston.org. Business hours are Monday through Friday 8:00am to 5:00pm.

AUTOMATIC BILL PAY AUTHORIZATION FORM

New Request

Bank Information Change

Bank Information:

1 Bank Account Holder _____
2 Name of Bank _____
3 Routing # _____ 4 Account # _____
Account type: Checking Savings

1	JOHN SMITH 1234 Main Street Anytown, USA 12345 512-555-1212	1234567890	100
		Date _____	
	PAY TO THE ORDER OF _____ \$ _____		
			DOLLARS
2	GlobalMegaCorp, NA 123 Main Street Anytown, USA 12345		
	for _____		
3	⑆012345678⑆	⑆234567890⑆	0100
4			

IMPORTANT NOTE: Attach a voided check* or alternative bank documentation * showing your complete account information with the financial institution
***your request will not be processed without this information.**

Utility Account Information:

Name (owner only) _____
5 Utility Account # _____ 6 Customer # _____
Service Address _____
City _____ State _____ Zip _____
Phone (____) _____ Email _____

CITY OF LEWISTON PO Box 617 • Lewiston, ID 83501 208.746.3671 • cityoflewiston.org		UTILITY BILL Customer Copy Keep this portion for your records.
Customer Name your name		Service Address your address
Bill Number	Bill Date	Account Number
		1234567890
		Customer Number
		123456
Description	5	Previous Read Date
		Current Read Date
		6
		Gas Meter Reading
		Current Meter Reading
		Read Code
		Usage (gals)
		Charge

I would like my bill sent by Email

I hereby authorize the City of Lewiston to electronically withdraw my monthly utility bill from the financial institution and the account listed above. I understand that if I decide to discontinue the service, or change the bank account debited, I must notify the City in writing with sufficient time to allow the City opportunity to act on it.

Customer signature _____ Date _____