

AUTOMATIC FUNDS TRANSFER FOR UTILITY BILL PAYMENT TO TOWN OF DAVIE

FREQUENTLY ASKED QUESTIONS

◆ What is Automatic Funds Transfer?

Automatic Funds Transfer (AFT) is a convenient electronic way to pay your utility bill. When you use AFT, you authorize the Town of Davie to electronically collect your utility bill payment each month directly from your checking or savings account with no extra fee. So, instead of you writing a check to the Town every month, your bank will automatically make the payment on the due date of your bill.

◆ Why use Automatic Funds Transfer?

As a customer, you'll save time preparing payments, save money on postage and check fees, improve your budgeting, eliminate the chance of late payments, and save time balancing your bank statement. Your utility bill will be paid on time every month without you having to do any additional work. The Town benefits as well by processing payments more efficiently and crediting them to your account quicker.

◆ How do I enroll in Automatic Funds Transfer?

You'll need to complete and submit an AFT Authorization Form. This form is available on our website, in the Utilities Customer Service office, or can be emailed to you upon request. You just need to complete the form, sign it (do not use an electronic signature), and submit it. Authorization forms can be e-mailed to utilities@davie-fl.gov, dropped in the Night Drop Box at Town Hall, or mailed to Town of Davie, Utilities Customer Service, 6591 Orange Drive, FL 33314.

◆ How long will it take after I submit the enrollment form to begin paying my bills by Automatic Funds Transfer?

The AFT is not effective immediately. The information submitted on your AFT Authorization Form will undergo a "pre-note" process between the Town and your bank to ensure account and routing accuracy. No funds will be withdrawn from your bank account during the pre-note process. The pre-note process can take one to two billing cycles depending on timing, so you'll need to keep making monthly payments manually until you receive a confirmation message on your utility bill that states, "STATEMENT ONLY. PLEASE DO NOT SUBMIT PAYMENT. AUTOMATIC BANK WITHDRAWAL." Only then will you know that Automatic Funds Transfer has been activated. If you have any questions, please contact Utilities Customer Service at (954) 797-1065.

◆ Why do I need to attach a preprinted, voided check or deposit slip to the enrollment form?

A pre-printed, voided check is required if funds are to be transferred from your checking account (please do not send a checking account deposit slip). If you wish to have funds transferred from your savings account, please attach a savings account deposit slip. These items are needed to ensure all bank information is correct and to avoid any mistakes that would slow down the enrollment process.

◆ **Who will have control over my account?**

You are the only person who has control over your account. When you sign up to pay your utility bill by Automatic Funds Transfer, you are not giving the Town of Davie control over your account. You are simply authorizing payment of your utility bill to the Town of Davie each month.

◆ **How do I cancel Automatic Funds Transfer?**

To cancel, simply complete and sign another AFT Authorization Form, this time indicating “Stop Account” on the form. Be sure to include the bank account and routing information of the account to be terminated. This information is necessary to verify that the correct AFT is being canceled. Cancellations are effective immediately. You will need to manually pay any current and future bills for your account unless a new AFT Authorization Form is submitted. If you are a tenant using Automatic Fund Transfer, since your name is not on the accounts it will be your responsibility to cancel the draft from your bank accounts when you move out to stop making payments on the utility account.

◆ **What if I plan to change banks?**

If you plan to change banks, simply complete and sign another Enrollment Form indicating “Change Account” and attach a voided check or savings deposit slip from your new account. The new banking information will undergo a “pre-note” process between the Town and the bank to ensure accuracy and may take one to two months, so remember to keep making monthly payments until you receive the confirmation message on your utility bill that states “STATEMENT ONLY. PLEASE DO NOT SUBMIT PAYMENT. AUTOMATIC BANK WITHDRAWAL.” Only then will you know Automatic Funds Transfer has been activated.

◆ **Will I continue to receive a monthly utility bill?**

Yes. You will continue to receive your bill through the mail as usual. The deduction from your bank account will be on the due date shown on your utility bill. If you have a question about your bill, you can call Customer Service at (954) 797-1065.

◆ **Is there a limit to how much will be paid from my bank account?**

No. The AFT each month will equal the amount due on your utility bill. Because this amount will fluctuate depending on water/sewer usage, please make sure to check your bill before the due date and call Customer Service at (954) 797-1065 if you have any questions or concerns.