

AUTOMATIC PAYMENT PROGRAMS

Choose from two payment options, making it easier than ever to pay your City of Redlands utility services bill!

Option 1 is a bi-monthly payment option, drafting your account for the amount due on your bill due date. This service is offered through InvoiceCloud, a third party payment provider for the City of Redlands.

Option 2 is the 1-2-3 Done! Monthly In-advance program, which drafts your full bill amount on the bill due date, and then one half of your current bill charges 28-days later. So essentially, a draft occurs each month.

1—The easiest and quickest way to enroll in the automatic program is through your Redconnect account. Simply log-on to your account and select “Payment Options,” located on the left-side navigation bar. From there, select “Set-up Auto-pay” then select your payment option of choice and follow the instructions.

2—Another option for enrollment is to log-on to www.cityofredlands.org/utilities-customer-service and click on “Enroll in our Automatic Payment Program, 1-2-3 Done!” Select either the *Bi-Monthly* payment option, and follow the prompts, or the *Monthly In-Advance* payment option, and complete the on-line form.

3—The last enrollment option is to complete this form manually. You can download it off the city’s website (web address above), pick-up an enrollment form from our office, or call us at 909-798-7516 to email you one.

•FAQs

• How long will it take to process my enrollment?

It will take approximately two weeks for the initial setup to be completed. If you have a current balance owed, you will need to pay that balance.

• Should I continue to pay my municipal services bill?

Yes, please continue to pay your bill until you see a message on your bill advising that your payment will be automatically withdrawn from your designated bank account.

• When will the actual payment be drafted from my designated bank account?

Bi-Monthly option selected— The City of Redlands uses Invoice Cloud, a third party vendor, to draft one single payment from your bank account 25 days after your billing date.

Monthly In-Advance option selected—two separate payments will be drafted from your bank account. The first draft will occur 25 days after your billing date, and the second draft, 28 days after the first draft date.

•FAQs

• If I decide this program is not for me, is it easy to cancel?

Yes. You can cancel through your Redconnect account, or mail a written request to the City, P.O. Box 6903, Redlands, CA 92375-0903, or call our office at 909-798-7516.

•Important Information

• Your payment will be presented to your financial institution **ONCE** for processing. If your financial institution does not pay the amount due and returns it to the City, your utility services account will be charged a return payment fee of \$35, per occurrence—just as if you had a check returned for insufficient funds.

• Two returned payment transactions within a 12 month period may prevent continued participation in this program, and your account may also be placed on a “Cash Only” status for a one-year period.

To start saving - complete, detach and return today!

AUTHORIZATION AGREEMENT FOR 1-2-3 DONE! AUTOMATIC PAYMENT PROGRAM

Please Check One: Bi-Monthly Payment Option Monthly In-Advance Payment Option

ACCOUNT NAME(S): _____

UTILITY ACCOUNT #: _____

SERVICE ADDRESS: _____

CONTACT PHONE #: _____

BANK NAME: _____

BRANCH ADDRESS: _____

BANK ROUTING #: _____

BANK ACCOUNT #: _____

YOU MUST ATTACH A VOIDED CHECK OR SAVINGS WITHDRAWAL SLIP WITH THIS AUTHORIZATION

I/we hereby authorize the City of Redlands and the financial institution indicated to deduct from my/our _____ Checking Account _____ Savings Account **(select one)** payment for my/our municipal service bills. I/we acknowledge that the origination of Automatic Clearing House (ACH) transactions must comply with the provisions of U.S. law. I/we understand that both the City of Redlands and my/our financial institution reserve the right to terminate this authorization and my/our participation therein. If I/we choose to terminate this authorization, I/we will immediately notify the City of Redlands. (Rev. 06.23.21)

Authorized Signature(s)

Please Print Your Name

Date