



CITY OF WINTER PARK

401 Park Avenue South

Winter Park, Florida

32789-4386

UTILITIES BILLING

P 407.599.3220

F 407.599.3280

Dear Customer,

Pre-authorized payment for your utility bill.

Here's how it works:

Your pre-authorized payment will be debited directly to your checking or savings account of your choosing for the exact amount of your monthly utility bill. This transaction will occur on your billing due date.

A message will appear on your utility bill underneath the service charges stating "Bank Draft - Do Not Pay," when your bank draft service is active.

Attached is an authorization agreement to be completed by the person associated with our utility account to begin this service. Please be aware if you do your banking at a credit union, brokerage firm or small banking institution you will need to confirm your routing and bank account number. It may be different from what is showing on your actual check.

Mail this authorization agreement along with a voided check or savings withdrawal slip to our office, 401 Park Avenue South, Winter Park, Florida 32789. Please include a day time phone number in case we need to contact you.

Normally this process can be completed in 30 days, however if our bank needs confirmation verification this process can be delayed. Please check your utility bill monthly for the bank draft processing message to insure the payment is being processed.

If at any time you wish to stop this draft from being processed, we will need written authorization to revoke this preauthorized payment. If you have any questions please feel free to call our customer service number, (407) 599-3220 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.

Respectfully yours,

Delsia Margraf
Utility Services Manager