

**AUTOMATIC UTILITY PAYMENT PLAN AGREEMENT AUTHORIZATION FOR  
DIRECT DEPOSITS/PAYMENTS (ACH DEBITS/CREDITS)**

**DPU Account Holder:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

I (we) hereby authorize the City of Richmond, Department of Public Utilities, hereinafter called DPU, to initiate debit/credit entries to my (our) checking account indicated on the attached voided check at the depository financial institution named on such document, hereinafter called DEPOSITORY, and to debit/credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law. **\*Note No Starter Checks are Accepted**

This authorization is to remain in full force and effect until DPU has received written or email notification (signed by all names on bank account) of its termination in such time and in such manner as to afford DPU and DEPOSITORY a reasonable opportunity to act on it.

**DPU Account Number(s) and/or Address** \_\_\_\_\_

(Please attach list of accounts if more space is needed.) \_\_\_\_\_

**ATTACH VOIDED CHECK** \*Dollar limit if desired \$ \_\_\_\_\_

**(all names on bank account need to sign below )**

Print Name \_\_\_\_\_ **Signature** \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ **Signature** \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: ALL WRITTEN DEBIT/CREDIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.**

\*If charges exceed dollar limit specified above, the customer will be required to pay entire bill manually by (cash, check or card). A payment that is over the limit can't be processed electronically.

**DPU USE ONLY:**

Entered By \_\_\_\_\_ Date \_\_\_\_\_

Customer Number \_\_\_\_\_ Cycle # \_\_\_\_\_ Bank Name \_\_\_\_\_

Routing # \_\_\_\_\_ Bank Acct # \_\_\_\_\_ Bank # \_\_\_\_\_

Cancellation Entered By \_\_\_\_\_ Date \_\_\_\_\_

## **ABOUT THE AUTOMATIC UTILITY PAYMENT PLAN**

**WHAT IS THE AUTOMATIC UTILITY PAYMENT PLAN?** The Automatic Utility Payment Plan is a convenient way to pay your utility bills at no extra cost to you. We automatically draft (debit) the amount of your monthly bill from your bank account. You avoid late fees, postage, checks, mailing and having to pay in person. It's all electronic -- all you do is maintain a sufficient bank account balance.

**HOW DO I SIGN UP?** Print this on-line application. Then, just complete and sign the application, attach a voided check and return it to:

City of Richmond, Department of Public Utilities  
730 East Broad Street, 5th Floor  
Richmond, VA 23219  
Attention: Automatic Utility Payment Plan

Or email the application & voided check to  
the AUPP mailbox at: [dpu.aupp@rva.gov](mailto:dpu.aupp@rva.gov)

**HOW MUCH DOES THE AUTOMATIC UTILITY PAYMENT PLAN COST?** DPU does not charge for this service, it is free. Charges will only be assessed for insufficient funds at \$50 per occurrence (the returned draft fee).

**WHEN WILL MY ACCOUNT BE DRAFTED?** Your bank account will be drafted on the due date that appears at the top of your utility bill, also shown in the Bank Draft Summary box or the preceding business day if your due date falls on a holiday or weekend.

**WHEN WILL THE AUTOMATIC UTILITY PAYMENT PLAN START?** You will be notified by a message on your utility bill under "**IMPORTANT MESSAGES**" the month before your first draft. You may stop paying by check when you see the Bank Draft Summary on PG: 1 or 2 of your bill, which will state the date we will draft your payment. There is no cancelled check, but your bank statement will show the amount, date and "ACH Transfer City of Richmond" as payee.

**HOW DO I STOP OR MAKE CHANGES TO THE AUTOMATIC UTILITY PAYMENT PLAN?** You may Stop or Temporarily Stop (ex. due to an account billing investigation) by notifying us in writing or email. For bank or account changes, resubmit a new agreement along with voided check. Reminder: All name(s) listed on the bank account must sign the agreement. To restart auto-draft from a temporary stop request, a written notification or email notification must be submitted notifying us to restart the auto-draft on your account. Please allow DPU and your bank a reasonable opportunity to act on the termination or changes (approx. 1-2 months). Once terminated, you will no longer see the draft message and you will need to pay manually by cash, check or card.

Send termination, temporary stop, account, and bank change request notices to:

City of Richmond, Department of Public Utilities  
730 East Broad Street, 5th Floor  
Richmond, VA 23219  
Attention: Automatic Utility Payment Plan

Or email the notification to the AUPP  
mailbox at: [dpu.aupp@rva.gov](mailto:dpu.aupp@rva.gov)

If you have any questions, please call us between 8:00 a.m. and 5:00 p.m. Monday - Friday at 646-4646