



There are several payment options for City of Waukeee Utilities customers!

Choose the method most convenient for YOU...

In-Person or Via Mail

Bills may be paid in-person or via mail using cash, check or money order. Payments can be dropped off or mailed to: Waukeee City Hall, 230 W. Hickman Road, Waukeee, IA 50263. The City Hall vestibule and vestibule extension are currently open on weekdays from 8 a.m. to 5 p.m. There is also a drive-in dropbox located at the northeast corner of City Hall. Checks should be made payable to "City of Waukeee". Payments for reconnection of service must be paid with cash or money order in-person at City Hall.



Automatic Payments

Waukeee Utilities customers can set up recurring automatic payments by completing an Auto-Pay form in person at Waukeee City Hall, or visit Waukeee.org/billpay to print and mail the completed form to Waukeee City Hall at 230 W. Hickman Road, Waukeee, IA 50263. A voided check will be required. NOTE: The Auto-Pay form is also on the back of this document.

Online Credit Card Payment Options - Create an Account or Use Quick Pay

Waukeee customers now have two online credit card payment options. Users can create an online utility billing account through Account Management allowing them to make payments, set recurring payments, view transaction history and submit service requests. Customers can choose the new Quick Pay tool and pay online without creating an online utility account. Just have your utility account number handy and know the amount of the most recent payment. Visit Waukeee.org/billpay to set up an account.

Online credit card payments are charged a \$1.25 processing fee, plus two percent of the payment.

Budget Billing

Budget Billing is also available to City of Waukeee Utilities customers. Call 515-978-5502 to inquire about this set monthly rate billing method that is based on usage and can help users avoid high bills during peak months.

CONTACT US WITH QUESTIONS!

Email waukeeeutilities@Waukeee.org or call 515-978-5502 with questions regarding utility billing. As a reminder, the City of Waukeee provides gas, water, wastewater (sewer), irrigation, garbage and stormwater services.



230 W. Hickman Road, Waukee, IA 50263 • 515-978-5502

Utility Auto Payment Request

Name: _____

Today's Date: _____

Utility Account Number: _____

Phone: _____

Address: _____

Type of Account: Checking or Savings

Please Complete the Following Information: Bank Name: _____

Routing #: _____

Bank Account # _____

(first set of numbers for personal checks)

(second set of numbers for personal checks)

Please **START** my Auto Payment - Effective Date*: _____

***Must be received on or before the 9th of the month for current months payment**

Please attach a voided check to begin your Auto-Pay Check enclosed? (Deposit slips are not acceptable)

No check, no problem – we will just send your information to your bank this month and start you next month.

Your auto payment will stop with your final bill, no need to call.

If you need it to stop your auto payment, please call us on or before the 9th of the month at 515-978-5502

- ❖ Bills are processed and mailed on the last day of the month. Automatic payments will be presented to your bank on the 20th of each month. If the 20th falls on a Saturday or Sunday or a banking holiday, the auto payment will be withdrawn on the following business day.
****Should you need to make any changes - we must be notified no later than the 9th of the month.****
- ❖ If a draft or automatic bank debit is not honored by the financial institution for any reason when presented the first time, the utility account shall immediately be deemed unpaid and delinquent, as if the customer had attempted no payment at all. Customer shall be notified by ordinary mail that the account is in default by the amount of the dishonored draft or automatic bank debit. Utility services will be disconnected as of the date specified in the notice. Disconnection date shall be no later than the disconnection date would have been if the customer had attempted no payment at all. The notice shall also state the fees that will be due for reconnection of service. After such notice, only payment in cash, certified check or money order for the delinquent amount shall be accepted. To prevent disconnection, such payment shall be delivered to the utility office during normal business hours but not later than 12 p.m. on the scheduled disconnect date.
- ❖ The City reserves the right to pursue all other collection remedies available under law, and to discontinue automatic payments at any time.

I hereby authorize the automatic payment of my utility billing on the 20th of each month.

Customer Signature

Date

For office use only: Completed by: _____ Start ACH Date: _____