



CITY OF  
**SANFORD**  
PUBLIC WORKS & UTILITIES  
DEPARTMENT

## ePAY

**The Easiest and Most Convenient Way to Pay  
Your Utility Bill.**

### **YOUR WATER BILL IS AUTOMATICALLY PAID**

From your U.S. bank account 14 days after your bill date.  
You will still receive a regular monthly statement, but instead of writing a check, you  
will simply deduct the amount due from your account balance.

**NO MORE CHECKS, POSTAGE OR WAITING IN LINE!**

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### To sign up for ePAY

1. Simply complete the form below
2. Read the terms and conditions below
3. Include a voided check and send or fax to Customer Service
4. Continue to pay your bill as you do now until you see the words  
“**Do not pay**” on your statement.

For additional information about this time-saving program  
Contact Customer Service at  
**407-688-5100**

**Terms & Conditions  
(The Fine Print)**

City Utility customers with an active checking or savings account, drawn on a U.S. financial institution, are eligible for ePAY. There is no charge for this service. However, additional charges may be assessed for automatic withdrawal transactions by your financial institution. Customers are responsible for inquiring with their financial institutions before enrolling in the plan.

Your monthly bill will continue to be mailed to you. "DO NOT PAY" will be printed at the bottom of the bill, indicating that the billed amount will be deducted from your bank account prior to the DUE DATE. Until this information prints on your bill, continue to mail in payments by check.

If your payment is not honored by your financial institution for any reason, it will be treated like a returned check. A NSF Charge of \$35.00 will be added to your account for each occurrence of a non-paid debit. Additionally, there will be a reconnection charge should utility services be interrupted due to nonpayment. The City reserves the right to remove any account from the plan which has incurred three insufficient nonpaid withdrawals. These accounts will be notified in writing of this event.

Payment will be drawn upon the bank account authorized at the time of billing.

If you discontinue service, it will be necessary for you to pay your last statement with cash, check or money order. Your final bill can not be paid through ePAY.

**City of Sanford Utility Department  
P.O. Box 1788  
Sanford, FL 32772-1788**

**City of Sanford  
Utility Department  
ePAY Application**

\_\_\_\_\_  
**City of Sanford Account Number**

\_\_\_\_\_  
**Name of Bank**

\_\_\_\_\_  
**Name on Bank Account**

\_\_\_\_\_  
**Bank Account Number**

**Account Type:**

**Checking** (Enclose a blank VOIDED check)

**Savings** (Please contact your bank for the appropriate transit and bank account numbers)

\_\_\_\_\_  
ABA Routing Number

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Daytime Phone

\_\_\_\_\_  
Evening Phone

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please Remit To:**

City of Sanford  
Utility Department  
P.O. Box 1788  
Sanford, FL 32772-1788

Phone: 407-688-5100

Fax: 407-688-5114