Automatic Bank Draft

● How to Enroll ●

Submit a completed Automatic Bank Draft Authorization form to the Utility Billing Department by mail, FAX (972.291.5137), drop box in front of the Government Center or in person. A blank form can be found on the City website, at the Utility Billing Department Customer service window, requested via email at ubilling@cedarhilltx.com or requested by calling Utility Billing at 972.291.5100, ext. 1200.

Attach a voided check from the account that payments will be transferred from and to Utility Billing to a completed Automatic Bank Draft Authorization form and send to the Utility Billing Department. Utility Billing will notify the Customer when the enrollment process has been completed and when the first bank draft payment will be made.

● After Enrollment in Bank Draft Payment ●

Customers will continue to receive a monthly water bill but no Customer action is required. The following statement will be printed on the water bill each month: "Bank Draft – Do Not Pay." The Customer's monthly payment will automatically draft out of his/her bank account and into the Utility Billing account on the bill's due date.

● The Customer Needs to Remember ●

To prevent possible double payment from occurring do not set-up monthly auto-pay to Cedar Hill Utility Billing at any bank or bill paying website.

Payment extensions may not be requested while participating in the bank draft program because the monthly bill due date and payment date cannot be adjusted.

Insufficient funds to cover the monthly payment in the Customer's bank account will be handled as a non-clearable item – not-sufficient funds check. The bank as well as Cedar Hill Utility Billing will assess the appropriate fee for a non-clearable item – not-sufficient funds check. Utility Billing will notify the Customer of the payment shortage and if the bill remains unpaid, Customer water service may be discontinued until after the account is paid in full.

New Customers who initially enrolled in bank drafting to waive the security deposit on their new account, made a twelve (12) consecutive month commitment, which started on the date that the deposit was waived, to paying their water bills with bank drafts. Customers who opt to cancel bank drafting before the twelve month period has passed will have the deposit added to their water account amount due.

● How to Stop Bank Draft Payments ●

Customer requests to cancel bank drafting must be submitted to and received by Utility Billing at least ten (10) business days before the bill's due date. Cancellation requests can be submitted in person at the Utility Billing Department service counter or by FAX, email, or letter.