

HOW DO I ENROLL?

How do I obtain an enrollment form?

- Call the Utility Billing Office.
- Print a copy online at www.concordnh.gov/utilitybilling.
- Pick up a copy at the Utility Billing Office or at the City Hall Collections Office at 41 Green Street.

How do I submit an enrollment form?

Forms must be mailed or delivered to the Utility Billing Office. Forms cannot be completed online, by email, or fax.

Can I use a credit card?

Only checking and statement savings bank accounts are eligible. Credit cards or passbook savings are not valid for this program.

How long does it take and how will I know when I am enrolled?

Please allow 1-2 billing periods (30-60 days) for your enrollment to be fully processed. You will see an E-Z pay notice on your monthly bill once you have been successfully enrolled and then automatic payments will begin. Funds will not be withdrawn until you first receive a statement.

How do I cancel my participation?

You may withdraw from E-Z Pay at any time via written notification sent to the Utility Billing Office. Please allow 6 business days for this request to become effective. Any amounts due at the time of withdrawal will need to be paid using one of the City's alternate payment methods.

ALTERNVATIVE PAYMENT METHODS

How else can I pay my bill?

- **Online:**
Use the online Utility Payment System at www.concordnh.gov/utilitybilling to pay by credit card or check.
- **In Person:**
Cash or check is accepted in person at the Utility Billing Office at 311 North State Street or the City Hall Collections Office at 41 Green Street. There are night drop boxes available at both locations (no cash, please).
- **Phone:**
Credit card or check is accepted by phone by calling 1-800-615-9507.
- **Mail:**
Mail checks with your payment stub to:
City of Concord
PO Box 9622
Manchester, NH 03108-9622.

A nominal convenience fee will apply for payments made online and by phone.

CONTACT US

How can I contact Utility Billing?

- **Phone:**
(603) 225-8693
- **Email:**
utilitybilling@concordnh.gov
- **In Person:**
311 North State St., Concord, NH 03301

CITY OF CONCORD



E-Z PAY

AUTOMATIC PAYMENT PLAN

FOR WATER & SEWER UTILITY BILLS



Concord General Services

Utility Billing Office
311 North State Street
Concord, NH 03301

www.concordnh.gov/utilitybilling

WHAT IS E-Z PAY?

E-Z Pay is a fast, reliable, and convenient way to pay your monthly utility bill.

Enroll in E-Z Pay to authorize automatic bill payments.

Your bill will be drafted directly from your checking or savings bank account without any further action required by you.

What are the benefits?

- **Save time**
No more time spent making payments!
- **Save money**
No more late fees, stamps, or envelopes!
- **Peace of mind**
Your bill is paid in full and on time!

Is it safe? Is it secure?

Yes, it's safer and more reliable than mail and more accurate than processing a check. Only the utility and your financial institution can access your account information.

The same direct deposit network is used as Social Security deposits and direct deposits of payroll. The system is maintained by the City of Concord's Utility Billing Office, not a third party provider.

Is there a charge?

No, the City of Concord provides this service to its utility customers for free. Confirm with your financial institution if they may impose any charges.

If the debit is rejected by your bank for any reason, returned check charges would be applied to your utility account and you could be dropped from the program.

HOW DOES IT WORK?

Will I get a monthly statement?

Yes, your statement will remain the same except for a message advising you that the amount due will be debited through E-Z Pay. The debit will not be made until about 4 days before the next due date, so you will have time to review the bill before the next automatic payment is scheduled.

What if I think the bill is wrong?

Please contact the Utility Billing Office. Every effort will be made to make any corrections necessary by the next billing date. You can choose to stop the automatic payment until the issue is resolved. If you do not see the automatic payment on your utility and/or bank statement, or the amount is incorrect, contact your bank and the Utility Billing Office as soon as possible.

What if I mistakenly pay my bill while on the program?

If you inadvertently pay the bill and that payment creates a credit balance, the ACH program will recognize it and will not debit your account again until the credit is used up and a debit balance is re-established. If your payment just reduces the amount of the next month's bill, the program will simply debit the reduced amount.

Can I stop a single payment without leaving the program?

No, unfortunately a single payment cannot be stopped without withdrawing from the entire program.

THINGS TO KNOW

Can I set this up for a budget plan?

No, currently only full payments are eligible.

Can I sign up multiple accounts?

Yes, you may sign up any number of water and sewer accounts. Other types of payment accounts, such as for taxes, registrations, fines, and fees cannot be paid through this plan. If you have more than two water and sewer accounts, call the Utility Billing Office for a multi-account enrollment form.

Can I sign up to pay someone else's account, such as a relative?

Yes, an enrollment form must be completed.

What happens if I am moving?

Please notify the Utility Billing Office if you are moving and enrollment for E-Z Pay will be canceled. Your bill will not be debited automatically and you will need to make a payment using an alternative method. You may arrange for the payment to be handled at the closing. If you want to continue the program to your new address, you must complete a new enrollment form.

What if I have changes?

If you change banks, want to change from savings to checking, etc., we must receive the change in writing using the enrollment form. Check the box that you are requesting a change. Prompt notification of changes helps to prevent errors. Changes could take 1 or 2 billing periods to become effective, so be sure you have made provisions so that the debit is not rejected.