

Auto Pay Frequently Asked Questions

Signing up for our Automated Bill Payment service offers you an easy and convenient way to ensure your water, sewer, and garbage bills are paid automatically each month. You qualify if you have a valid checking or savings account. To help you decide if the Automated Bill Payment is best for you, here is some of the most requested information.

How does Automated Bill Payment work?

Once you complete the application and return it to our office, we'll make arrangements with your bank or credit union to apply each month's City Utility Services bill directly against your checking or savings account. The money will be electronically deducted and sent to the City of Douglas.

What's in it for me?

You'll save time and money: no checks to write, no postage to pay or trips to make to a payment station, and no need to arrange for someone to pay your City Utility Services bill when you go on vacation.

Will I continue to receive a City Utility Services Statement?

Yes, you'll still receive a statement for your records. The statement also will include the date the payment will be deducted from your account. You may also sign up for electronic statement delivery through e-mail.

How soon can I start?

If you return your application with this month's bill, your City Utility Services bill will be paid within two months of this application. Your statement will clearly indicate when the service starts and provide a reminder to no longer send in a check now that you have enrolled in automatic bill payment.

What if I have more than one water, sewer, or garbage account with the City?

You may select the accounts you wish to have on Automatic Bill Payment Plan. If you are being billed for more than one property, separate line items will appear on your bank statement.

What happens if I don't have sufficient funds in my bank account to cover the bill?

If your account does not have sufficient funds to cover your monthly bill, you will be assessed a special processing fee of \$25.00 to cover our additional expenses. Your bank or credit union may also assess an overdraft charge. If you have questions about the charges on your City Utility Services statement call our Customer Service Office at 520-417-7334.

How do I sign up?

Fill in the form Automated Bill Payment form found on our website. Contact your financial institution and ask for your ABA Transit Number and record it in the space provided. Attach a voided check or a savings deposit slip. Sign the application and mail it with your City Utility Services payment for this month, or fax it to 520-417-7148, or e-mailing a scanned copy to mari.daniel@douglasaz.gov.

For more information, call our City of Douglas Utility Billing Office at 520-417-7148.