



## **ABP & FLEXPAY Terms and Conditions**

### **ABP (Automatic Bank Payment)**

Your required payment will be withdrawn from the bank account you designated on the due date of your next bill. Your bill will indicate Bank Draft on the payment stub/coupon when activated. Please continue to pay your bill as normal until your bill indicates “**BANK DRAFT**”.

### **FLEXPAY**

FLEXPAY allows customers the option of selecting the 15th or 30th of the month as the utility bill due date. I understand that by choosing to participate in ABP or FLEXPAY my first bill may be for a longer or shorter billing period since my utility account will be placed in a different bill cycle. This may result in a higher or lower bill amount on my first month's bill, when compared to my normal bill amount. If I choose to stop or cancel this program, my first bill for my standard bill cycle may be for a longer or shorter billing period. ***To enroll in FLEXPAY, I understand it is mandatory that I sign up for ABP.***

### **Payment Date**

Funds will be taken from the designated bank account on the due date listed on the statement you receive. Payment due dates may vary from billing period to billing period on ABP. Payment due dates will be the 15<sup>th</sup> or 30<sup>th</sup> when enrolled in FLEXPAY, based on your selection. Please note the specific date on each bill received. If you have a current utility bill, please remit your payment by the due date.

### **Funds Not Available**

If the funds are not in the bank account you designated on the due date of your bill the payment will be returned by the bank. Returned bank items are assessed a return payment charge. Multiple returns by the bank will result in cancellation of ABP/FLEXPAY payment program.

### **Termination/Change**

The City of DeLand must receive written notice of termination or bank institution change no later than 10 days prior to the time the bank account will be charged. Every effort will be made to honor requests. The utility account will require a zero balance to change financial institutions.

### **Deposit with City's Automatic Electronic Payment Option**

If you have signed up for automatic bank payment for a reduced deposit and choose to remove automatic bank payment before your deposit is refunded to the account for good standing, your account will be billed for the remaining amount of the full deposit.

I, \_\_\_\_\_, on \_\_\_\_\_ have read and  
Customer's Signature Day/Date

understand the Terms and Conditions of ABP & FLEXPAY program.