



CITY OF MARYVILLE UTILITIES TOTALLY AUTOMATED PAYMENT SYSTEM

PAY YOUR UTILITIES AUTOMATICALLY WITH TAPS

In an increasingly complicated world, it's nice to know some things are getting simpler. That's why The City of Maryville Utilities has developed TAPS- *the Totally Automated Payment System* TAPS lets you pay your power, water and sewer bills automatically.

Once you're enrolled in TAPS, you won't have to write another check, or buy another stamp or make any more special trips to the Utility Office to pay your bills. Instead, the exact amount of you bill is automatically deducted from you bank or credit union account.

You receive advance notice of how much will be deducted, and you'll be able to keep your bank records up to date, and make your life less complicated.

TAPS AUTHORIZATION
(PLEASE PRINT)

Customer Name _____

Address _____ City _____ State ____ Zip _____

Utility Account Number _____

Bank Name _____

Bank Account Number _____

Date _____ Signed _____

Signed _____

Please attach a personalized deposit slip or personalized voided check to this form and return:

City of Maryville Utilities
412 W Broadway
Maryville TN 37801-4710

CITY OF MARYVILLE UTILITIES TOTALLY AUTOMATED PAYMENT SYSTEM (TAPS)

TAPS RULES

City of Maryville Utilities will initiate debit entries to customer's checking accounts at their Bank Savings & Loan or Credit Union for amount of net bill. This financial organization must participate in the National Automatic Clearing House (ACH) system.

After customer applies for TAPS there will be a waiting period of sixteen (16) days for customers' checking account number to be approved by the ACH system. After approval customer will be ready to start TAPS. If a billing occurs during this sixteen (16) day period the customer will need to pay this bill. When you are actually on taps your bill will show amount and date of deduction from you checking account.

The debit to the customers' checking account will occur on the due date. Customer will receive utility bill at the regular time.

Should a debit to the customers' checking account be rejected because of insufficient funds three (3) times in a one (1) year period the customer will no longer be eligible to participate in TAPS. The customer will be charged a \$20.00 service charge for each rejected debit.

If the customer changes financial organizations or changes checking account numbers it is the customers' responsibility to inform City of Maryville Utilities of the change before the next debit occurs. When making this change the sixteen (16) day waiting period is in effect. If notification was not given and the debit be rejected, this would result in a \$20.00 service charge.

Should the customer wish to terminate TAPS, city of Maryville Utilities and their financial organization must receive written notification from the customer fifteen (15) days prior to termination date.