



**HANOVER COUNTY**  
 Department of Public Utilities  
 P. O. Box 470  
 HANOVER, VA 23069-0470  
 (804) 365-6024

**Sign up for UTILITY PAY today!**

**What is Utility Pay?**

Utility Pay allows you to have your utility payment automatically deducted from your bank account 25 days after the bill date.

**Who is eligible for Utility Pay?**

Utility Pay is open to all customers whose account is in good standing and there is no charge to participate. Customers with more than one returned payment may be removed from the program. The bi-monthly bill will indicate when the bank draft is active.

**Sign up for UTILITY PAY today!**

To register for Utility Pay please:

- Complete this form
- Keep a copy for your records
- Attach a voided check from your bank account
- Mail to Public Utilities Customer Service  
 P.O. Box 470  
 Hanover, Virginia 23069

**How do I enroll in Utility Pay?**

Return this completed form with a voided check to P.O. Box 470, Hanover, VA 23069. It normally takes two billing cycles to activate the service.

**How do I know when Utility Pay is active?**

Your automatic payments will begin when you receive a message on your bill stating, " Your bank account will be drafted for the total amount due on the due date." The draft date is 25 days after your bill date.

**Once enrolled, how do I change information?**

Changes in information need to be submitted in writing. Inaccurate information may result in payments being refused by your financial institution. Hanover County Public Utilities will not be responsible for losses that result from inaccurate information or failure to provide us with timely notification of changes.

**What happens in the event of a rejected payment?**

Payments may be rejected by your financial institution for insufficient funds, closed/unauthorized accounts or other reasons. Payments made under this program will be processed based upon policies and ordinances governing payments made by check, which includes a returned payment fee.

**How do I stop Utility Pay?**

You may cancel your participation in Utility Pay at any time by mailing a written request to the above address. You can also contact customer service at (804) 365-6024 for additional information. Termination will become effective within ten (10) business days after receipt of notification.



**NO more checks to write!**  
**NO more stamps to buy!**  
**NO more trips to the mailbox!**

\_\_\_\_\_  
 Name (as it appears on your utility bill)

\_\_\_\_\_  
 Service Address

\_\_\_\_\_  
 City Telephone Number (day)

\_\_\_\_\_  
 Utility Account Number

\_\_\_\_\_  
 Financial Institution

\_\_\_\_\_  
 Routing & Transit Number

\_\_\_\_\_  
 Account Number

*For the purpose of utility bill payment, I/we hereby authorize Hanover County to initiate debit entries and/or correction entries to the account and financial institution named herein and authorize the financial institution to honor these entries. I/we understand that I/we must continue to remit my/our payment by check until such time as the bi-monthly bill indicates that bank draft is active.*

*I/we understand the authorization is to remain in full force until Hanover County has received written notification of its termination, at least ten (10) business days in advance of the next scheduled payment. I/we also understand the County may stop my participation in this service if necessary.*

\_\_\_\_\_  
**Name(s) (please print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**