



7700 Market Blvd
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REQUEST FOR A CHANGE IN BILLING

I would like to enroll in:

- Electronic Statements.** *Complete Account Info and Section I* Statements are delivered to your e-mail inbox only. Electronic statements are generally received earlier than paper statements.
- Automatic Payment.** *Complete Account Info, Section II* Payments are automatically withdrawn from your checking account on the due date listed on the statement.

Account Info

Utility Account Number: _____ - _____
 Service Address: _____ Property Zip: _____
 Name(s) on Utility Account: _____

Section I

E-Mail Address: _____
 (Required for electronic billing)

AUTOMATIC PAYMENT PLAN AUTHORIZATION FORM

(Required for automatic payment)

- Please enroll me in the City of Chanhassen’s automatic payment program. I authorize the City of Chanhassen to collect payment of my utility bill by initiating debit entries (deductions) to the bank account shown below.
- I certify that I have authority to initiate debit entries from the account listed below
- Payments will be deducted from my bank account on the due date listed on the utility bill, or the first business day thereafter if the due date falls on a weekend or holiday.
- I understand that this authorization will remain in full force and effect until I notify the City of Chanhassen in writing or by phone that I wish to revoke this authorization.
- I understand that the City of Chanhassen requires at least 5 business days prior notice in order to cancel this authorization.

Section II

Signature _____ Date ____/____/____
 By signing this form, you authorize the automatic payment services as outlined above.

Name(s) on Bank Account: _____
 Name of Financial Institution: _____
 Branch / State: _____
 Checking Account Number: _____
 Financial Institution Routing Number*: _____

(*Located between the symbols I: I: on the bottom left of your check)

For Office Use Only

UB Account Updated By: _____ On: ____/____/____
 Online Account Setup By: _____ On: ____/____/____
 Account Verification Sent By: _____ On: ____/____/____

FREQUENTLY ASKED QUESTIONS

Q. How long does it take to receive my first monthly statement?

A. Depending on when you move into the property, you will receive your first statement from the City of Chanhassen within 45 days.

Q. When will the payment be transferred from my checking account?

A. It will be transferred on the due date indicated on your bill, or the next business day if the due date falls on a weekend or holiday.

Q. I signed up for electronic statements, but didn't receive my statement in my email inbox, what happened?

A. If you haven't received a statement by the 5th of the month, check the 'Spam' or 'Junk Mail' folder in your e-mail account. Also, to ensure the electronic statements are sent to your Inbox, be sure to add the e-mail address autoreply@merchanttransact.com to your 'Safe-Senders' list.

Q. What if I change accounts or banks?

A. Fill out a new Automatic Payment Plan Authorization, located on the Request for a Change in Billing Form, and return it to the City of Chanhassen.

Q. What if I have a question about my bill?

A. Call the utility billing line at 952-227-1144.