

**CITY OF MEDINA**  
**UTILITY DIRECT PAYMENT PLAN**

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**RECEIVE A \$20 CREDIT<sup>(1)</sup> ON YOUR NEXT BILL – JUST FOR SIGNING UP!**

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Pay your utility bill from your financial institution automatically.

\*\* No checks to write, no envelopes or stamps to buy. \*\*

(1) \$20 credit is available on monthly utility accounts only. Annual storm water utility accounts are not eligible for credit.

**Q: HOW DO I SIGN UP?**

**A:** Complete the authorization form below and return it to City Hall. See delivery options listed below.

**Q: HOW SOON WILL THE DIRECT PAYMENT PLAN START?**

**A:** The deduction will begin immediately. Your billings will have the phrase “DO NOT PAY-DIRECT PAY PLAN IN EFFECT”.

**Q: WHEN WILL THE PAYMENT BE TRANSFERRED FROM MY ACCOUNT?**

**A:** It will be transferred on the due date indicated on your bill; which is the last Friday of every month.

**Q: WHEN DO I GET THE \$20 CREDIT?**

**A:** On your next billing cycle.

**Q: WHAT IF I NEED TO MAKE CHANGES TO MY PLAN?**

**A:** You can download your own form from the City’s web page at <http://medinamn.us/svcs/utilities-services/> or call us at 763/473-8849 and request that a new Utility Direct Payment Authorization Form be mailed or emailed to you.

**Q: WHAT IF I WANT TO CANCEL THE DIRECT PAYMENT AUTHORIZATION?**

**A:** You can cancel your authorization for automatic payment at any time; however, you will need to contact the City. Email notifications are accepted at [MedinaUtilities@medinamn.gov](mailto:MedinaUtilities@medinamn.gov). The City of Medina reserves the right to reverse the \$20 credit if direct authorization is canceled within six months of activation.

**Q: CAN I GET MY BILLS EMAILED TO ME AND OPT OUT OF PAPER BILLS?**

**A:** Yes, invoices can be emailed to you courtesy of Payment Service Network, our electronic services partner. To sign up for emailed bills, go to <http://medinamn.us/svcs/utilities-services/pay-your-utility-bill-online/> and click “online utility bill payment login” and create an account to opt out of paper bills, but DO NOT set-up payment options with PSN if you are using the City’s direct utility payment plan. Please ensure your browser accepts email from [e-Statements@PaymentServiceNetwork.com](mailto:e-Statements@PaymentServiceNetwork.com).

~~~~~**CUT HERE**~~~~~

Please enroll me in the City of Medina’s Utility Direct Payment Plan. I authorize the City of Medina to collect payment in full of my utility bill by initiating a debit entry (deduction) to the bank account shown below. I understand that my account is subject to charges per the current Fee Schedule if there are nonsufficient funds. I acknowledge that it is my responsibility to notify the City if there is a change in my bank account or if my account has been closed.

Name: \_\_\_\_\_ Service Address: \_\_\_\_\_

Financial Institution name: \_\_\_\_\_

Financial Routing number: \_\_\_\_\_ and Account number: \_\_\_\_\_

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return this form to: City of Medina, 2052 County Road 24, Medina, MN 55340 or e-mail to [MedinaUtilities@medinamn.gov](mailto:MedinaUtilities@medinamn.gov)  
Faxing is also available at 763-473-9359

*Note: The \$20.00 credit is for Direct Pay Plan participants only. The City of Medina reserves the right to reverse the credit if direct authorization is canceled within six months of activation. Customers using Payment Service Network Electronic Payments do not qualify for the credit.*