

## *St. Clairsville Municipal Utilities*

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### Payment methods

St. Clairsville Municipal Utilities offers several methods of payment to its customers. Besides mailing the payment or visiting the utility office, the City offers a convenient method of Automatic Payments through ACH processing. Banks call it an ACH transaction which stands for Automatic Clearing House. What does this mean?

It means no matter what bank has your account; you can have your monthly utility bill automatically deducted without having to write a check.

The process is simple. An application, which is available in the Utility Office or on the City's web site, must be completed, signed and returned in order for it to begin.

The application will ask for utility information such as your account number, which can be found on the monthly utility bill. The service address will be the same as your address if you are currently residing in the home. Many people are out of town for much of the year, which requires a different address for mailing purposes.

The other side of the application asks for bank information. Most of this information can be found on the bottom of your check if it is a checking account you wish to use. The routing number (or ABA number) is the 9-digit number that identifies the bank. It is usually located at the bottom left hand corner of the check. The account number is usually the next group of numbers. This number identifies the account as yours.

It is imperative that these two numbers be correct in order for the ACH transaction to transmit through the Federal Reserve System. Therefore, it is suggested that a voided check from the account be attached to the application. The voided check will have the required numbers for verification.

A monthly bill will still be mailed or ebilled indicating the amount of the bill. There will be a message on the bill stating the date and amount of the ACH transaction. This will indicate to you that the automatic payment process is working for that bill. If you receive a message of any other kind, the bill will not be automatically paid and you will need to send a check. **Please be sure to read the bill carefully.**

Automatic payments are deducted on the due date of the bill. Therefore, the customer has time to contact the office with any concerns prior to payment. We remind customers to write the bill in their check registry and subtract the total. The rest is up to us.

Contacting the utility office in writing expressing your request can discontinue automatic payment. It can also be discontinued at the discretion of the utility office if a payment is returned for nonsufficient funds or a closed account.

Automatic payment is simple and convenient. We are happy to service our customers in this way. We strive to improve our service and welcome any comments, suggestions, or questions.