



Questions & Answers

What is E.F.T.? Electronic Funds Transfer allows for your quarterly payment to be paid electronically.

How do I sign up for EFT? Simply complete the enrollment and return it to the City of Brunswick (deposit slips and photocopies cannot be processed).

Who is eligible to participate? The EFT payment option is open to all City of Brunswick Refuse/Stormwater customers with a current checking account.

May I use my savings account to pay my bill? Sorry, only checking accounts qualify for EFT.

Will I still receive a quarterly Refuse/Stormwater bill in the mail? Yes

What if I don't agree with the amount on my quarterly bill? If for any reason you do not agree with your quarterly billing, contact the City of Brunswick Refuse/Stormwater billing department at City Hall at least 10 days before the payment is scheduled to be deducted as shown on the bill.

Is there a charge for this service? There is no charge from the City of Brunswick for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

What If I change banks or accounts? Simply call us at least 10 days before your payment is to be deducted from your account. We can stop the EFT deduction until a new form is completed.

Is it safe and secure? Yes, both the City of Brunswick and our financial institution are required to keep your banking information confidential.

What if a payment is returned by my bank? Payments may be returned by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is returned for any reason, the City of Brunswick reserves the right to charge you a \$30.00 processing fee. The City of Brunswick also reserves the right to discontinue your participation of the EFT program if your payment is rejected more than once in a *one year period*. Your financial institution may also charge fees for rejected payments.

How do I stop participating in the program? Simply call the City of Brunswick Refuse/Stormwater billing department, and notify us that you would like to stop EFT. Your request will become effective with the next quarterly billing.

When will the payment be deducted from my account?

October quarter billing-Payment deducted on or about November 5th

January quarter billing-Payment deducted on or about February 5th

April quarter billing-Payment deducted on or about May 5th

July quarter billing-Payment deducted on or about August 5th

Questions concerning this program and enrollment contact the City of Brunswick Refuse/Stormwater billing department at (330)558-6825.