



Recurring Payments of Utility Bills by Credit/Debit Card

Customers may enter into an agreement to pay their utility bill by credit or debit card on a recurring monthly schedule. Customers can sign up for recurring credit card payments either online, by calling the Utility Billing office at 303-651-8664, or in person by visiting the Utility Billing office at **350 Kimbark Street, Longmont, Colorado**.

Payment amount and frequency

Payments will be processed using the cardholder details provided by the customer to pay the amount due as shown on the most recent utility bill. Payment will be processed monthly on the due date as shown on the most recent utility bill.

Length of Agreement

The agreement to pay by recurring payment will last as long as customers hold their existing Utilities account at their current address or for any fixed term greater than two months as decided by the customer at the time of application.

A fixed term of less than two months will not be approved for a recurring payment agreement. If a customer transfers services to a new address, any existing agreement to pay by recurring payment method will not be automatically transferred to the new account.

Cancellation of Agreement

The agreement to pay by recurring payment may be cancelled at any time by the customer by telephone or in person. Requests to cancel will be actioned within one business day of receipt. The agreement will automatically cancel on payment of the final bill after a customer leaves their current address.

If, when we process a recurring payment, that transaction is not authorized for any reason, the customer will be informed by email, telephone or letter, and the agreement to pay by recurring method will automatically cancel. The customer will be expected to make alternative arrangements to pay the amount due and provide new cardholder details if they wish to resume payment by recurring method.

Change of agreement

Customers will be notified of changes to the terms of the agreement to pay by recurring method by email, telephone or letter.