



Water and Sewer Division Direct Payment Policy

In response to many requests from customers like you, we are happy to offer a payment option that will automatically pay your water/sewer bill from your checking or savings account. Simply complete the enrollment form and return to the Water and Sewer Division.

Allow 30 days for enrollment to or termination from the Direct Pay Program. The City reserves the right to incorporate Direct Pay program guidelines into the Water and Sewer Rules and Regulations.

The City of Norton Shores invites you to select the easy way to pay your water bill with Direct Pay. Your participating bank, savings and loan or credit union can pay your water bill by deducting the amount due automatically from your checking or savings account. Save on writing checks, stamps, envelopes, and potential late fees. Simply fill out the attached form and leave your water/sewer bill to Direct Pay!

Is it safe and secure?

Yes, Both the City of Norton Shores and our financial institution are required to keep your banking information confidential.

Will I still receive a bill?

Yes, you will simply no longer need to write a check to make your payment. The payment will be automatically deducted on the due date as indicated on your bill.

What if I don't agree with the amount charged?

Contact the Water Department at 799-6804 as you normally would with a billing question. You will need to contact us within 10 days of the billing date to allow time to resolve concerns before the payment due date.

Once I send in this form will my next bill be paid automatically?

NOT NECESSARILY. You will need to allow 30 days for your enrollment to be processed. Continue to pay as you normally would until your bill shows that you have been signed up for automatic payment.

What if I change banks or accounts?

You will need to submit a new enrollment form. Contact the Water & Sewer Department at 799-6804 and we will send one to you.

What if my payment is returned by the 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 you will be charged a processing fee. The City reserves the right to discontinue your participation in the program if your payment is rejected more than once in a six-month period. Your financial institution may also charge fees for rejected payments.

How do I stop participating in the program?

Cancellations must be received in writing. Send a cancellation request to the Water & Sewer Department. Your request will become effective 30 days after receive written notification.

Direct Pay Authorization Agreement

****Keep this Direct Pay Agreement for your files**

On _____, I authorized the City of Norton Shores to initiate entries to my account at the financial institution named on the Direct Pay enrollment form. I further authorize that financial institution to charge my account for those entries on the bill due date.

I understand that this authorization will remain in effect until terminated in writing by me, by the City of Norton Shores, or my financial institution. I understand the City reserves the right to terminate my participation in the Direct Pay program if my payment is rejected more than once in a six-month period. I will continue to pay my bill in the usual manner until it indicates on my bill that the payment will be deducted automatically. The payment options I have chosen are recorded below.

Account Type: ____ Savings ____ Checking