



Electronic Fund Transfer (EFT) Automatic Payments

Automatic payments make paying your utility bill easy. Sign up for this service and your bill will be paid automatically on the due date through a deduction from your checking account each month. You will still receive your utility bill each month, but with EFT automatic payments you don't need to write a check. Simply deduct the bill amount from your check register and you are done!

To sign up, simply fill out the "Authorization" form on the reverse side, and attach a voided check (deposit slips not accepted). You may drop it off at the City Of Tracy, Finance Department, mail it to 333 Civic Center Plaza, Tracy or email it to customerservice@cityoftracy.org.

This "Authorization" form is also available for download at the City website:
<https://cityoftracy.org/?navid=76>.

Customer Self Service (CSS) Portal

Sign up now for the CSS portal, using the following: <https://tracyca.munisselfservice.com/login.aspx>. The CSS portal is available, free of charge to all City of Tracy customers.

A. Payments with Credit Card

Through CSS, you may manage your bills and make payments online with a credit card (Visa or MasterCard). With a click of the mouse, you can pay your bill online with your Visa or MasterCard. Currently, credit card payments are **not automatic** and you **must** check your online billing statement monthly, and authorize payment by the due date.

Payments received past the due date will be subject to late fees/penalties.

B. Electronic Billing and PAP

Visit the CSS portal and sign up to receive your utility bills via email using the CSS portal. You may sign up for electronic billing using the "Bill Delivery Preferences" on the CSS portal.

C. EFT Automatic Payments

Register for automatic check payments through the CSS portal. Payments will be automatically charged to your checking account on the due date. No checks! No stamps! No hassle!

If you are a first time user of CSS, you will need to register by creating a user name and password. In order to sign up for the Customer Self Service portal, please have your utility bill readily available. Your account number and customer ID number can be found at the top of your utility bill, next to the bill date. If you have any questions, please reach out to Customer Service at (209) 831-6800 or customerservice@cityoftracy.org.



Finance and Administrative Services Department
333 Civic Center Plaza • Tracy • CA • 95376-4062
Phone: 209-831-6800 • Fax: 209-831-6846
Email: Customerservice@cityoftracy.org
<https://cityoftracy.org/?navid=76>

AUTHORIZATION FOR EFT AUTOMATIC PAYMENT OF UTILITY BILL

I hereby authorize the City of Tracy to initiate debit entries (and if necessary, credit entries and adjustments for any debit entries in error) to my account(s) listed below. I also authorize the Financial Institution named below to debit and credit the same entries to such account(s).

Financial Institution	Transit/Routing Number*	Account Number
_____	_____	_____

Bank Location (address for Financial Institution from front of check):

PLEASE ATTACH A VOIDED CHECK

* The Transit/Routing Number is located at the lower left hand corner of your check (usually the first 9 digits). If you are unsure of this number, please check with your financial institution. The Transit/Routing number and bank account must be listed exactly as they appear on your check and you must attach a voided check (deposit slips not accepted).

LIST BELOW ALL ACCOUNTS TO BE AUTOMATICALLY PAID:

_____	_____	_____
City Of Tracy Account Number	City of Tracy Customer ID Number	Service Address
_____	_____	_____
City Of Tracy Account Number	City of Tracy Customer ID Number	Service Address
_____	_____	_____
City Of Tracy Account Number	City of Tracy Customer ID Number	Service Address

This authorization shall remain in full force and effect until the City of Tracy has received written notification from me of its termination in such time and in such manner as to afford the City of Tracy and the Financial Institution a reasonable opportunity to act on it. I understand that failure to ensure sufficient funds to cover the debit of my account for the amount listed on my utility bill is sufficient cause for termination of this agreement by the City of Tracy Finance Department. Additional charges may be assessed to my utility account and the City of Tracy may terminate my utility services in such circumstance.

Name (Please Print)

X

_____	_____	_____
Signature	Date	Area Code & Phone

Please return original signed application to City Of Tracy – Keep copy for your records

Please note: EFT Automatic Payments will generally begin with the new bill following receipt of this application. However, continue to pay your bill until the message "Recurring Payment - DO NOT PAY" appears on your payment stub.