



## **City of Maryville Utilities Totally Automated Payment System (TAPS)**

### ***Taps Rules***

City of Maryville Utilities will initiate debit entries to a customer's checking account at his/her Bank, Savings & Loan, or Credit Union for the amount of the net bill. This financial organization must participate in the National Automatic Clearing House (ACH) System.

After a customer applies for TAPS there will be a waiting period of sixteen (16) days for the customer's checking account number to be approved by the ACH system. After approval customers will be ready to start TAPS. If a billing occurs during this sixteen (16) day period the customer will need to pay this bill. When you are actually on TAPS, your bill will show the amount and the date of deduction from your checking account.

The debit to the customer's checking account will occur on the due date on his/her bill. Should this date fall on a weekend or a holiday, the date will adjust accordingly. Customers will receive utility bills at the regular time.

Should a debit to the customer's checking account be rejected because of insufficient funds three (3) times in a one (1) year period, the customer will no longer be eligible to participate in TAPS. The customer will be charged a \$20.00 service charge for each rejected debit.

If the customer changes financial organizations or changes checking account numbers, it is the customer's responsibility to inform City of Maryville Utilities of this change before the next debit occurs. When making this change the sixteen (16) day waiting period is in effect. If notification is not given and the debit is rejected, then this will result in a \$20.00 service charge.

Should the customer wish to terminate TAPS, City of Maryville Utilities and their financial organization must receive written notification from the customer (15) days prior to the termination date.



## Utilities Totally Automated Payment System

Pay Your Utilities Automatically with TAPS

City of Maryville

404 West Broadway Avenue | Maryville, Tennessee 37801 | Phone: (865) 273-3900

In an increasingly complicated world, it's nice to know some things are getting simpler. That's why the City of Maryville Utilities has developed TAPS - The Totally Automated Payment System. TAPS lets you pay your electric, water, and sewer bills automatically. Once you're enrolled in TAPS, you won't have to write another check, or buy another stamp, or make any more special trips to the Utility Office to pay your bills. Instead, the exact amount of your bill is automatically deducted from your bank or credit union account. You receive advance notice of how much will be deducted, and you'll be able to keep your bank records up to date, and make your life less complicated.

### TAPS Authorization

(Please Print)

Customer Name \_\_\_\_\_ Phone Number (\_\_\_\_) \_\_\_\_\_




Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Utility Account Number \_\_\_\_\_ Location Number \_\_\_\_\_

Bank Name \_\_\_\_\_

Bank Routing Number \_\_\_\_\_ Bank Account Number \_\_\_\_\_

For example:  123456789  0000987654321  1001  
9 Digit Routing Number      Your Account Number      Check Number

Date \_\_\_\_\_ Signed \_\_\_\_\_

Date \_\_\_\_\_ Signed \_\_\_\_\_

**IF THE ACCOUNT HAS A CURRENT BALANCE DUE,  
I UNDERSTAND THAT THE CURRENT BALANCE WILL NOT DRAFT.**

**PLEASE ATTACH A PERSONALIZED VOIDED CHECK TO THIS FORM AND RETURN TO:**

City of Maryville Utilities  
410 W. Broadway Ave.  
Maryville, TN 37801  
(865) 273-3456