



THE CITY OF
CANTON
THOMAS M. BERNABEI, MAYOR

March 28, 2017

RE: Automatic payment withdrawal

Dear Canton City Utility Customer:

When your automatic payment withdrawal was initially set up, a **maximum withdrawal amount** was designated as a security measure. For example, if your utility bill averages \$120 a month, you may have a maximum withdrawal amount of \$200.00.

During the first week of April 2017, Canton City Utilities is converting to a new computer software system. The new system has all current security measures and will adequately process automatic payments. However, this system will **not** accept maximum withdrawal amounts for auto pay accounts.

While Canton City Utilities expects the automatic payment portion of our billing system to continue to perform with the accuracy that it has in the past, it is our duty to inform you that a maximum withdrawal amount will no longer be in place on your account.

In the event that you wish to remove the auto pay option and choose another method of payment, please contact our office. Should you choose to keep your auto pay option, no further action is required.

Sincerely,

Sharon J. Whaley, Supervisor
Utility Billing and Collections

