

# AutoPay

A free & convenient way to pay your bill



Colorado Springs Utilities

*It's how we're all connected*

Start paying your Colorado Springs Utilities bill automatically from your bank account. Sign up for our free and convenient AutoPay program by completing the bottom portion of this page and returning it to us, or log in to My Account at [csu.org](http://csu.org) to enroll.

## What is AutoPay?

AutoPay automatically pays your utilities bill directly from your bank account. When you sign up for AutoPay, your bill is paid on the date it is due.

## What are the benefits of AutoPay?

- Save money on checks, postage and gas.
- Save time from writing a check each month.
- Stress less, your bill is always paid on time.
- Safer than writing checks.
- Save money, it's free!

## Will I still receive a utilities bill?

Yes. You still receive an itemized utilities bill indicating the AutoPay withdrawal amount.

## What if my banking information changes?

Go online and update your banking information in My Account or complete a new form with the updated information and include the date required to activate your new account.

## Can I remain on Budget Billing?

Yes. Budget Billing is recommended while on AutoPay. With the two together, you have a fixed amount automatically withdrawn each month. Find more details about Budget Billing on the back of this form.

## Can I use AutoPay with eBilling?

Yes. eBilling is perfect with AutoPay. Since your bill is automatically paid, a paper bill is no longer needs to be mailed. Learn more about eBilling on the back of this form and log in to My Account to enroll online.

## Can I register for AutoPay online?

Yes. Signing up online is easy and secure. Simply create or log in to your utilities online account at [csu.org](http://csu.org) and select Bill/Payment Options.

**ADDITIONAL QUESTIONS?** Call 448-4800 or visit [www.csu.org](http://www.csu.org)

## AutoPay Sign-up Form



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Withdraw from (choose one):

Checking  
– include a voided check

Savings  
– include a deposit slip

### Colorado Springs Utilities Account Information

Name of account holder (Last, First) \_\_\_\_\_

Daytime phone number \_\_\_\_\_

Colorado Springs Utilities account number \_\_\_\_\_

Service address \_\_\_\_\_

I authorize Colorado Springs Utilities to instruct my financial institution to make my utilities payments from the account listed above. If at any time I decide to discontinue this automated payment plan, I will notify Colorado Springs Utilities.

X \_\_\_\_\_  
Please sign

Date \_\_\_\_\_

Mail: Colorado Springs Utilities – AutoPay, P.O. Box 1103 MC 1015, Colorado Springs, CO 80947

Online: [csu.org](http://csu.org)

Fax: 719-668-8175

# Budget Billing & eBilling

Two more convenient billing options



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## BUDGET BILLING

Is your bill up one month and down the next? Budget Billing can even out your monthly bill and is particularly helpful if you are on a fixed income.

### How is your amount calculated?

Your monthly bill equals the average of your past 12 months of billing history for each service. Eligible accounts must have 12 months of billing history.

### Adjustments

Your calculation includes an annual adjustment to your account for possible rate increases or consumption changes throughout the year.

### Signing up

Call 448-4800 or log in at [csu.org](http://csu.org) to enroll.

### Removal from Budget Billing

You will continue on Budget Billing until we are notified you wish to return to the regular billing process. You may also be removed if:

- You fail to pay the budget payment each month by the due date, or;
- You request to terminate utility services at your home or business.

Whether you elect to be removed or we remove you from Budget Billing, your total account balance will be due and payable. Normal collection procedures apply if your account has any past due amounts.

## eBILLING

eBilling, or paperless billing, eliminates your paper bill and provides a secure way to receive and view your bill online – making your life easier and greener. With eBilling, you receive an email notification when your bill is ready to view online in My Account.

### What are the benefits of eBilling?

- Cuts back on paper to print your bill.
- Eliminates clutter in your home or on your desk.
- Saves the environment through less processing and printing.
- Reduces postage and other expenses.
- More secure than receiving a paper bill when it comes to protecting your identity.

### Am I eligible for eBilling?

Yes! Anyone can sign up for eBilling, as long as you are the account holder.

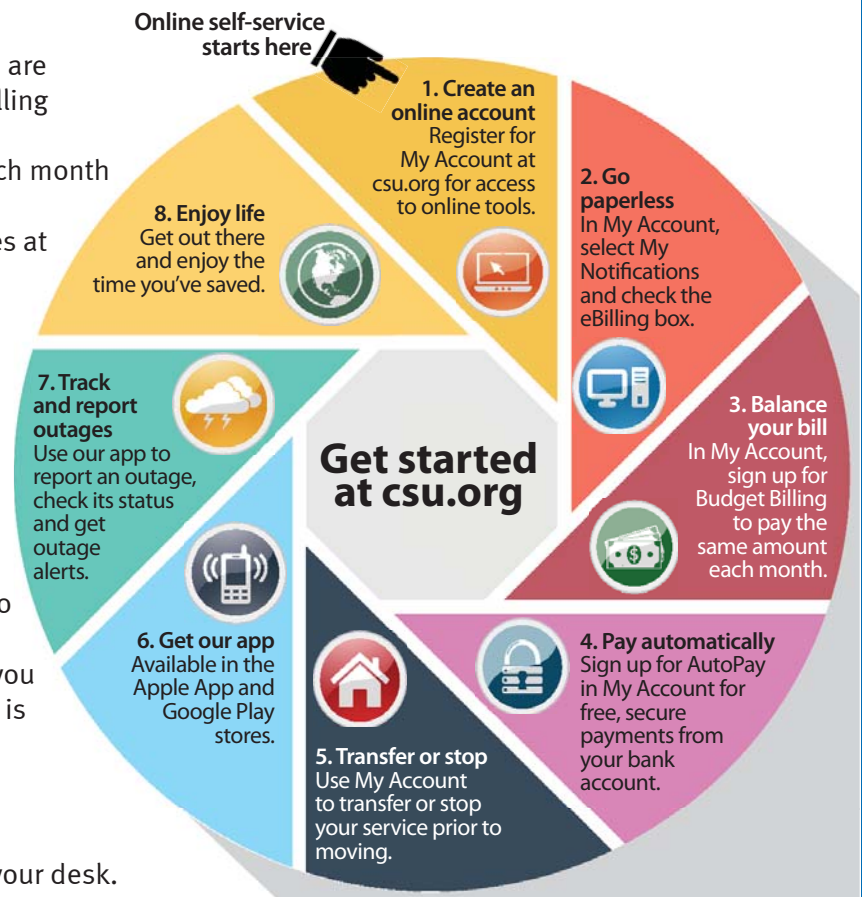
### How do I sign up?

Signing up is easy.

- Go to [csu.org](http://csu.org) and log in to My Account.
- Click on “My Notifications” and click the eBilling button.
- You must be the primary account holder to enroll.

### Is there a charge for eBilling?

No. The eBilling option is free!



LEARN MORE: Call 448-4800  
or visit us online at [www.csu.org](http://www.csu.org)