



Pensacola Energy Bank Draft Plan Instructions

As part of the City of Pensacola's commitment to provide our customers with the best service possible, the City is pleased to offer a utility payment option, "Bank Draft Plan".

Bank Draft Plan is a convenient and economical method of paying your gas and sanitation bill. There is no administrative fee charged by the City of Pensacola for participating in this payment option. Your payment will be made automatically by a direct debit to your bank account.

If you elect to use the Bank Draft Plan option, you will continue to receive a monthly bill which will list your current monthly charges to be deducted from your bank account. Your payment will be deducted on your due date or the first business day following your due date. Your bank statement will serve as a record of your payment.

If there are insufficient funds in your bank account on the payment date, or should your banking information change and you do not inform our office immediately, the automatic payment will not be honored and the bank and/or the City of Pensacola may assess an insufficient funds service charge to your account. Upon two dishonored insufficient funds transactions, you will be terminated from the Bank Draft Plan. Extenuating circumstances can be resolved by contacting Customer Service at 850-435-1800.

To change your bank information, you can complete and submit a new authorization form. Should you choose to discontinue enrollment, a written notice or email to info@pensacolaenergy.com will be required. A reasonable time must be allowed for the City of Pensacola to act upon change or cancellation notifications.

The Bank Draft Plan enrollment process can take four to six weeks to complete. A confirmation letter from the Customer Service department will be send by mail and your first bill scheduled to automatically debit from your bank account will indicate: ***BANK DRAFT**DO NOT PAY***. During our set up time, please pay your monthly bill until confirmation of the Bank Draft Plan is received.

To authorize the Bank Draft Plan for your gas and sanitation bill, please complete the form below and mail to our office (P. O. Box 12910, Pensacola, FL 32521) or bring to Customer Service located at Reus and Government Streets adjacent to Pensacola City Hall.

Customer number _____ Account number _____

Name (as it appears on bill) _____

Social security _____

Phone number _____ Alternative phone number _____

Service address _____ Apartment/Suite _____

City _____ State _____ Zip _____

Mailing address _____ Apartment/Suite _____

City _____ State _____ Zip _____

Banking Information:

Name (as shown on bank account) _____

Bank name _____

Account type: _____ Checking _____ Savings

Routing Number _____ Account number _____