



Dear Customer;

Pre-authorized payment for your utility bill is available.

Here is how it works:

City of Winter Garden

P: 407.656.4111

300 West Plant Street

Winter Garden, FL

34787

wintergarden-fl.gov

Your pre-authorized payment will be debited directly from your checking or savings account for the exact amount of your monthly utility bill. The transaction will occur on the Billing Date Due.

A message will appear on your utility bill underneath the service charges stating “**BANK DRAFT – DO NOT PAY**”, when your bank draft is active. Please be aware that if you have multiple utility accounts with the City of Winter Garden, all of them will be “auto pay”.

Attached is an authorization agreement to be completed by the person associated with the utility account in order to begin bank draft service. You will need to confirm your routing and bank account number if you conduct your banking with a credit union, brokerage firm or small banking institution as it may be different from what is shown on your actual check.

Mail the completed authorization form along with a voided check or savings withdrawal slip to:

City of Winter Garden  
Utility Billing Department  
300 West Plant Street  
Winter Garden, FL 34787

Please include a daytime phone number in event the Utility Billing Department needs to contact you.

The process is usually completed in 30 days. However, if the City’s bank needs confirmation verification, the process may be delayed. Please check your utility bill monthly for the bank draft processing message to ensure your payment is processed.

If at any time you wish to stop **BANK DRAFT** from being processed, the City will need written authorization to revoke the pre-authorized payment.

If you have any questions, please feel free to call Customer Service at 407.656.4100 Mondays through Fridays between the hours of 7:00am and 5:30pm.