

City of Cooper City – ACH Enrollment Incentive Policy

Policy Title: One-Time ACH Credit for Newly Registered Accounts

Effective Date: XX/XX/XXXX

Approved By: Alex Rey, City Manager

Purpose

The City of Cooper City is committed to offering residents secure, convenient, and cost-effective payment options. This policy establishes an incentive program to encourage residents to enroll in Automatic Clearing House (ACH) payments for their utility accounts.

Policy Overview

- **No Fees:** Residents who enroll in ACH will not incur any transaction or processing fees.
- **On-Time Payments:** ACH payments will be automatically withdrawn on the due date listed on the utility bill, ensuring accounts remain current without requiring manual action.
- **Sign-Up Bonus:** As an added incentive, residents who successfully enroll will receive a one-time \$50.00 account credit after their first ACH payment is processed.

Eligibility

- Must be a current resident of Cooper City with an active utility account.
- To be eligible for the ACH enrollment incentive, the account must have been making payments by cash or check prior to enrollment.
- Enrollment must be completed through the City's designated ACH sign-up process.
- The \$50.00 bonus credit is limited to one per household/account.

Terms & Conditions

- The \$50.00 bonus credit will be applied within one billing cycle after ACH enrollment and successful processing of the first payment.
- Residents must remain enrolled in ACH for a minimum of 12 months to retain the bonus credit.
- Early cancellation will result in forfeiture of the incentive and the amount placed on utility bill.
- Residents are responsible for ensuring sufficient funds are available in their account on the due date.

Benefits to Residents

- **Convenience:** No need to remember due dates or manually submit payments.
- **Time Savings:** Payments are handled automatically, freeing residents from monthly tasks.
- **Financial Reward:** A one-time \$50.00 credit for signing up.
- **Peace of Mind:** Payments are always made on time, avoiding late fees.

Security: ACH transactions are processed through a trusted and secure banking system.

