



City of Casa Grande SureBill Information

What is SureBill?

SureBill is a program giving authorization for your financial institution and the City of Casa Grande to transfer the amount due shown on your monthly city bill from your checking account to your City of Casa Grande utility account. About 20 days before the transfer, a statement will be sent to you.

Who is eligible for SureBill?

SureBill is open to all residential and business customers billed by the City. Your account must be in good standing and not subject to existing payment-arrangements.

What does it cost me to be part of SureBill?

There are no sign-up fees and no participation fees charged by the City. However, some financial institutions may charge a fee for electronic fund transfers.

When will my enrollment in SureBill be activated?

If the City receives a completed and executed application form before the due date, the SureBill payment will be transferred for the current bill. If the City receives the application after the due date, the payment will be transferred the following month.

What happens in the event of a rejected payment?

Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized account or other reasons. Check with your financial institution for possible fees it may impose. If payment is rejected, the City will bill its authorized service charge. The City reserves the right to terminate your participation in SureBill at any time.

How do I change information on my SureBill enrollment?

Submit a new SureBill application and authorization form to the City. Inaccurate information may result in payments being refused by your financial institution. The City is not responsible for charges which result from inaccurate information or failure to provide the City with timely notification of changes.

How do I cancel SureBill?

You may cancel your participation at any time by contacting the City of Casa Grande Finance Department. The termination will become effective 10 business days after the City receives your notification.

This form must be submitted along with a voided check to the City's Finance

Department by: Mail – 510 E Florence Blvd, Casa Grande, AZ 85122; Email – accountinfo@casagrandeaz.gov; In Person – 510 E Florence Blvd, Bldg B. Hours of operation: 8 AM to 5 PM Monday to Friday (excluding Holidays); or Drop Box – located in the parking lot next to City Hall Bldg B at 510 E Florence Blvd.

For further information, please contact the Finance Department at (520) 421-8601.



City of Casa Grande
SureBill Application and Authorization

I HEREBY AUTHORIZE THE City of Casa Grande and the indicated financial institution to charge my bank account, on or about the due date of every month, for payment of my monthly City of Casa Grande bill. I understand that both the financial institution and City reserve the right to terminate this plan and/or my participation at any time, and/or impose applicable fees for rejected payments. I may discontinue my participation in the plan at any time by notifying the City.

Please include voided check. Sign and date application.

| | |
|--|---|
| CITY ACCOUNT NUMBER | NAME ON ACCOUNT (as it appears on bill) |
| SERVICE ADDRESS | MAILING ADDRESS (if different from service address) |
| CITY, STATE, ZIP | CITY, STATE, ZIP |
| FINANCIAL INSTITUTION (name and address) | E-MAIL ADDRESS () Check to receive bill via e-mail |
| BANK ROUTING TRANSIT NUMBER | BANK ACCOUNT NUMBER |
| CUSTOMER SIGNATURE | DATE |

Attach voided Check here:

For Official Use Only

Date Entered:

Entered by:

Check Destruction Date:

Destroyed by: