



ACH Bank Draft Cancellation Request

The undersigned account holder requests cancellation of the ACH Bank Draft authorization currently in effect for the utility account identified below.

Requests must be received at least ten (10) business days before the next scheduled ACH debit to prevent processing of that debit.

Cancellation of ACH Bank Draft service does not relieve the customer of responsibility for timely payment of utility charges. Future payments must be made using another approved payment method.

Customer Information

Name: _____

Utility Account #: _____

Service address: _____

Telephone #: _____

Email: _____

Banking Information (For Verification Purposes)

Financial Institution Name: _____

Account Holder Name: _____

Routing/Transit Number: _____

Account Number (Last 4 Digits): _____

Security and Privacy Notice

Information provided on this form will be used solely for discontinuing ACH payment services associated with the utility account listed above. Information will be maintained in accordance with applicable state and federal privacy laws and record retention requirements.

Cancellation Request Acknowledgment

I hereby request that the City of Keene cancel the ACH Bank Draft authorization associated with the utility account identified on this form.

I understand that:

- This request cancels only the automatic bank draft payment method.
- Utility service will remain active unless a separate service disconnection request is submitted.
- I remain responsible for timely payment of all utility charges after ACH cancellation becomes effective.
- Cancellation requests received fewer than ten (10) business days before the next scheduled ACH debit may not prevent that debit from being processed..

Account Holder Signature: _____

Date:_____

Joint Account Holder Signature (if applicable): _____

Date:_____

Return Completed Form by Email, Mail or In Person:

utilities@keenetx.com

City of Keene – Utilities

1000 N. Old Betsy Rd

Cleburne, Texas 76031

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