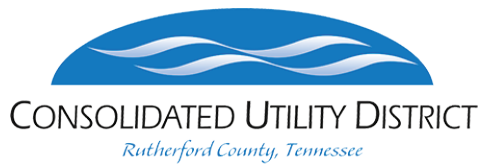


Customer Service  
615-893-7225



Facebook: @CUDRC

## To access your account online, visit [www.cudrc.com](http://www.cudrc.com)

### FOR FIRST-TIME USERS ...

1. Find your customer number and account number on your bill.
  2. Click on the “New User” icon or “Register Now” above the login area on the screen.
  3. Fill out all fields on the new user registration page.
  4. You will receive an email to verify your registration.
  5. Click on the link in the email to complete your registration.
- If you forget your username or password, click the “Forgot Username | Password” link below the login area.

### TO MAKE A ONE-TIME PAYMENT WITHOUT REGISTERING ...

1. Click on “Pay My Bill.”
2. Enter your customer number and account number, both of which are found on your bill. Note that your full account number includes the account number and occupant code, separated by a dash.
3. Enter your payment amount in the “Pay Now Amount” box – or leave the box blank to pay the full balance.
4. Select your payment method and press “Continue.”
5. Review your payment summary and press “Continue” to see payment information.
6. Enter your payment information and a valid email address to receive your receipt. 7. Review your payment information and press “Process Payment” to submit.

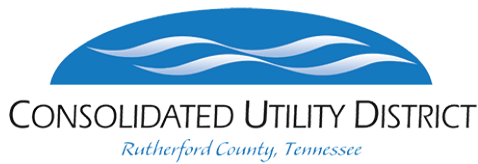
**NOTE: A fee of \$2.15 will be applied to credit/debit card and e-check transactions. To avoid this fee, sign up for e-check bank draft at [www.cudrc.com/bank-draft-authorization](http://www.cudrc.com/bank-draft-authorization).**

Credit/debit card transactions over \$400 will be declined. If you wish to pay more than \$400, you can make multiple payments.

To pay by phone, call 844-329-9452. Our voice prompt system will guide you through the process.

When your relationship with Consolidated Utility District (CUD) ends —whether by termination or if you do not transfer service —we will write off any credit balance you are owed if the amount is five dollars (\$5) or less.

## Thank you for being our customer!



## Consolidated Utility District

709 New Salem Highway  
PO Box 249  
Murfreesboro, TN 37133-0249  
P: 615-893-7225  
F: 615-225-3341

## Bank Draft Authorization Form

CUD Account Number \_\_\_\_\_ Name on Your Utility Bill \_\_\_\_\_

Check Box    New [ ]    Cancel [ ]    Change Bank Info [ ]

Last 4 Digits of Your Social Security Number \_\_\_\_\_ Effective Date \_\_\_\_\_

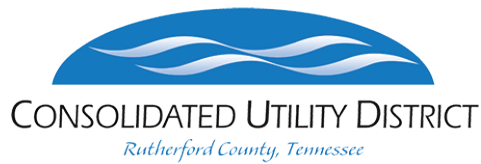
Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

Name of Bank \_\_\_\_\_ Bank Routing Number \_\_\_\_\_

Name on Checking Account \_\_\_\_\_ Checking Account Number \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

I authorize Consolidated Utility District (CUD) to begin deductions from my account with the financial institution named above, in the amount of my monthly utility bill. I understand that I may discontinue enrollment in the Automatic Payment Plan (APP) at any time, by submitting my request in writing, to CUD, three business days prior to my due date. As an APP customer, I will continue to receive my monthly utility bill for review-only, and that both my financial institution and CUD have the right to terminate this payment plan or my participation therein. Also, as an APP customer, I understand that my payment will be submitted electronically to CUD's financial institution two business days prior to the due date. If for any reason, my payment is declined, I understand that I will be charged a non-refundable service charge. By providing my signature, I authorize that all of the bank information above is correct, and therefore do not hold CUD responsible for any incorrect information provided on this document.



## Electronic Check Presentment: Opt-Out Form

### WHAT IS AN ELECTRONIC CHECK?

An electronic check allows merchants to convert paper check payments made by customers to electronic payments that are processed through the Automated Clearing House (ACH) Network. It's a fast, efficient, and secure way to process check payments.

### WHAT IF I DON'T WANT MY CHECK USED FOR ELECTRONIC CHECK CONVERSION?

You may opt out. This means your check will be processed as a traditional paper check. To opt out, you must fill out this electronic check presentment opt-out form and submit it to our office. You can also submit this form online at [www.cudrc.com](http://www.cudrc.com) under "Payments".

I choose to opt out of allowing my checks to be converted to electronic check presentment transactions.

**CUD Account Number** \_\_\_\_\_

**Name on Account** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Today's Date** \_\_\_\_\_