

AUTO PAY SERVICE



Auto Pay Service makes paying your water bill even easier. By enrolling in this reliable service your bill will be paid automatically on your due date each billing period.

- ✓ **NO** checks to write!
- ✓ **NO** stamp for the return payment!
- ✓ **NO** phone call to make!
- ✓ **NO** worry about unpaid bills during vacations!
- ✓ **NO** processing fees!



This FREE convenient service can save you time and money!

How Does It Work? Each billing period you will still receive your water billing statement, just as you do now. The difference is, with **AUTO PAY SERVICE** your bill is paid automatically from your checking account on the bill due date. You simply deduct the amount from your check register, and you are done. It's that easy!

**TO SIGN UP FOR
AUTO PAY SERVICE:**

1. Complete the application form below, and enclose it along with;
2. a blank check marked "**VOID**", and mail them both.

Once BCVWD receives your application we will process it immediately. Any outstanding balance will be deducted at that time. Subsequent deductions will be processed on your due date each billing period.

Please do not send a deposit slip. Allow approximately 3 to 4 weeks for Auto Pay Service to be activated. Once you have signed up, and the **AUTO PAY SERVICE** is in effect for you, your water billing statement will show a message stating that your bill will be automatically paid on the due date.

Until that time, please continue to pay any bills you receive by your usual payment method.

If you need more information, please call our Customer Care Center:
(951) 845-9581, Monday through Thursday, 8:00 a.m. to 5:00 p.m.

Beaumont-Cherry Valley Water District • P.O. Box 2037, Beaumont, CA 92223-0937

AUTO PAY SERVICE APPLICATION



Please sign me up for Beaumont-Cherry Valley Water District's Auto Pay Program, I have enclosed (1) the application, (2) a voided check, as shown below and I have signed the application. **Allow approximately 3 to 4 weeks for account to be activated.**

Name: (Please print) _____

Service Address: _____



Water Bill Account No: _____

Telephone: Day () _____ Evening () _____

Signature: (Required) _____ Date: _____

(For additional accounts, please see other side)



Beaumont-Cherry Valley Water District

If you wish additional water accounts to be paid automatically from your checking account, please provide the following information:

Name (As it appears on Water Bill)

Name (As it appears on Water Bill)

Service Address

Service Address

Zip Code

Zip Code

Account Number

Account Number

Pre-Authorized Payments: Frequently Asked Questions

- 1. Will I still get a water bill each billing cycle?** Yes. Each billing cycle, we send you a bill that you may review and keep for your records. On the front of the bill you will see a reminder "Auto Pay." This is your confirmation that no additional payment is required.
- 2. How long will it take to process my application?** The time will vary; however, it should go into effect by your next billing cycle. You should continue to pay all bills that do not have the message "Auto Pay."
- 3. When will the money be withdrawn from my bank?** The funds will be withdrawn from your bank account on the day it is due, approximately 15 days after the bill date.
- 4. What happens if I don't have the money in my account when BCVWD charges it?** The automatic payment will be returned to BCVWD unpaid. It is viewed by the District as a check payment and will be processed as such. There will be a return item fee and you will be notified that you must come in to the office to cover the payment by cash or money order. Additionally, should you have two returned items you will be removed from this program.
- 5. What happens if I change banks?** If you change banks, you will need to notify us in writing, in advance. You will also need to provide us with authorization to draft money from your new bank account. (In other words, we need a new signed application and a voided check from the new account.)
- 6. What happens if I feel I have been over-billed?** Should you wish to dispute a bill, you must pay the bill and an adjustment will be made if the bill is determined to be incorrect.
- 7. Since the public has access to BCVWD records, will the information I provide be public record?** No. Financial information is exempted from the Freedom of Information Act unless otherwise specified by court order.



Beaumont-Cherry Valley Water District

HAs a **RELIABLE**
EASY way...

...for you To **pay** your water Bill!