



## ATASCADERO MUTUAL WATER COMPANY

5005 El Camino Real • Atascadero, CA 93422 • (805) 466-2428

# Automatic Bill Pay Authorization Form

I hereby authorize Atascadero Mutual Water Company ("AMWC") to automatically deduct funds for the payment of my monthly water bill from the bank account identified below.

<b>CUSTOMER INFORMATION</b>	AMWC Account Number:	
	Service Address:	
	Name:	
	Mailing Address:	
	City/State/Zip:	
	Cell Phone:	Home Phone:
	Email:	

*Note: A separate authorization form is required for each account*

ATTACH A VOIDED CHECK	
<b>CUSTOMER BANK ACCOUNT INFORMATION</b>	Type of Account: (please check one) <input type="checkbox"/> Checking <input type="checkbox"/> Savings
	Name of Bank:
	Branch Location:
	Account Number:

TERMS AND CONDITIONS
<p>This authorization will remain in effect until canceled by either party.</p> <p>I agree to notify AMWC as soon as possible if my bank account information changes.</p> <p>I agree that, unless I contest the charges appearing on my monthly water bill within 10 calendar days from the bill date, funds for the water bill will automatically be deducted from the above bank account on the due date.</p> <p>I agree that if sufficient funds are not available in the above bank account to allow the bank to automatically process payment of the outstanding balance on my monthly water bill, I will pay AMWC, by cash or money order, the outstanding balance plus a returned check fee.</p>

Above terms and conditions accepted by:

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Questions & Answers

### 1. *What is automatic bill payment?*

Automatic bill payment is authorization that you give your bank to deduct the payment for your water bill from your bank account. After you enroll in the program, the bank pays your water bill automatically from that point on, until you cancel your enrollment in the program.

### 2. *How do I benefit from automatic payment?*

It saves time, worry, aggravation, and money. You no longer have to worry about writing the check, mailing your payment, or driving to the AMWC office to pay the bill, which will save money on postage and/or fuel. You never have to go out in bad weather to pay your bill, nor do you have to worry about your payment getting lost in the mail. The bill will always be paid on time, so you never incur late charges.

### 3. *What do I do if I have a question about my bill?*

Each month you receive the bill marked "Do Not Pay – You are participating in our EFT program. Your bank account will be charged the full amount due on the Due Date noted above." You have 10 calendar days from the bill date to call the AMWC office at (805) 466-2428 to discuss any concerns. If needed, we can correct the bill before it is sent to the bank and the payment deducted from your account.

### 4. *How do I sign up and what is the cost to me?*

This service is free. You will need to complete the authorization form, attach a voided check (to ensure all bank account information is correct), and mail or deliver it to the AMWC office. Enrollment is immediate, so any balance on your account at the time you enroll will be deducted on the next due date.

### 5. *What if I want to cancel the automatic bill payment?*

You may cancel your enrollment in the automatic payment program any time by calling the AMWC office and asking that your account be removed from automatic bill payment.

### 6. *What if there are insufficient funds in my bank account?*

A return check fee will be charged to your account, and you will be required to pay your water bill and the return check fee with cash or a money order.

### 7. *What if I change my bank account?*

If you change your bank account, please notify us as soon as possible at (805) 466-2428 to update your account information. You will then need to complete and sign a new *Automatic Bill Payment Authorization Form* and attach a voided check from your new account.

### 8. *Why does AMWC offer automatic bill payment?*

In addition to being very convenient for our customers, payments are made and received in a timely manner and administrative costs are reduced.