

WATER & SANITATION DEPARTMENT'S AUTOMATIC BILL PAYMENT SERVICE

Why sign up for "Auto Pay"? By signing up for "Auto Pay," your monthly bill for water and (if applicable) sewer will be automatically deducted from the checking or savings account of your choice on the automatic payment date shown on your bill. (If the automatic payment date is a weekend or holiday, the payment will be deducted the next business day.)

How do I sign up for "Auto Pay"? Simply complete the form below, sign it and return it to "W & S Department", P O Box 250, Moorpark, CA 93020. **If debiting your checking account, include an original voided check.** (Deposit slips and photocopies are not acceptable.) If debiting your savings account, include a savings deposit slip.

Will I continue to receive a statement? Yes. Your monthly statement will be mailed to you at least two weeks before the payment is deducted from your account. You will be able to review your bill and notify us if you have any questions. If for any reason there is a dispute, you may contact W & S Department prior to the automatic payment date to resolve the dispute before payment is withdrawn.

Is there a charge for this service? There is no charge by W & S Department. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

When will my Automatic Bill Payment begin? **Please continue to pay your bill with a separate check until "Auto Pay" appears on the remittance stub portion of your statement.** Auto Pay service cannot be set up while your account has a pre-existing balance. Please pay the existing balance by the due date to avoid a late charge. Once set up, automatic payments will be for the entire amount due. Any uncollectible amounts (i.e., the equivalent of a returned check) will be added back to your water account and you will be charged the prevailing Non-sufficient Funds Charge to cover the added bookkeeping and processing costs. If your automatic payment is returned by your bank, the Auto Pay service will be discontinued. When the account has been brought current, you may request reinstatement of the Auto Pay service.

How will I know that my payment has been taken out of my bank account? Your bank statement should reflect a deduction with the following description: "WATER & SAN DEPT CASH TRANS" followed by your eleven-digit customer-account number.

How do I discontinue participation in the program? Simply write to W & S Department at P O Box 250, Moorpark, CA 93020. Your participation in the program will terminate within ten business days following receipt of your written request.

Please call (805) 378-3000 to request additional applications or for any questions.

Authorization for Automatic Payment Processing

(Please complete, detach, and send to: Water & Sanitation Department • P O Box 250 • Moorpark, CA 93020)

I hereby authorize the Water & Sanitation Department of the County of Ventura, hereafter referred to as W & S Department, and my financial institution to automatically deduct from my checking or savings account indicated below variable payments for my water, and if applicable, sewer bills. I understand that both W & S Department and my financial institution reserve the right to terminate this authorization and my participation therein. This authority is to remain in effect until W & S Department has received written notification from me of its termination in such time and manner as to afford W & S Department a reasonable opportunity to act on it.

Name(s) (as it appears on your bank account) _____

Signature _____ Signature _____

(Optional – For Joint Account)

Date _____ Date _____

Financial Institution's Name _____

Financial Institution's Address _____

Complete below for either checking or savings account. For checking account debit, **attach a voided check.** For savings account debit, **attach a savings deposit slip.**

Checking Account No. _____ Savings Account No. _____

Routing No. _____ (This number is found between these symbols ■ - - - - ■
on the bottom left of your check or savings deposit slip.)

Below, please provide information as it appears on your **water bill.**

Account Name: _____ Cust #/Acct #: _____

Service Address: _____ Phone #: _____

Mailing Address: _____