



AUTOMATIC UTILITY PAYMENT SERVICE

How does the Automatic Payment program work?

After enrollment in the Automatic Payment program, your designated bank account will be automatically debited for the amount of your water/wastewater bill approximately 20 days after your account is billed. This way your bill gets paid on time and there's no more writing checks, buying stamps or standing in line.

How do I start?

It's easy to enroll. Complete and sign the application and mail it with a voided check. Either enclose it in your regular bill payment envelope or mail to:

Ventura Water
501 Poli St. #107
Ventura, CA 93001

Your automatic deductions will start within 30 days or sooner.

When will my account be debited?

Your account will be debited approximately 20 days after the bill is prepared every month.

How will I know the dollar amount being deducted?

Once you are enrolled in the Automatic Payment Program, your bill will show the amount but will be marked "Do Not Pay." Or, you may choose the Electronic Bill Delivery option to view your billing information and account history online 24/7. Visit My Ventura Water at www.cityofventura.net/online_services to sign up, and you will be notified via email each time your new bill is ready for viewing.

Is there a cost to use the program?

There is no charge by Ventura Water to participate. However, some financial institutions may charge a fee for electronic fund transfers. So, ask your bank about any possible fees.

Who is eligible to participate?

All water/wastewater residential and business accounts are eligible. The account must be in good standing with no existing special arrangements, and have no more than one returned check within the last 12 months.

What if my information changes after enrolling?

Contact Customer Care at (805) 667-6500 to notify us of any changes (bank account information, address, etc.) Inaccurate information may result in payments being rejected by your financial institution. Ventura Water is not responsible for losses due to incorrect information or failure to provide us with timely notification of changes.

What if a payment is rejected?

Payments may be rejected by a financial institution because of insufficient funds, the account being closed, or other reasons. Check with your bank for their policy of imposing fees. If your payment is rejected, Ventura Water will charge a processing fee.

How do I stop participating in the program?

Contact Customer Care at (805) 667-6500 to terminate service in this program. Once Ventura Water has been notified, the service will stop within 25 working days. Ventura Water reserves the right to terminate your participation in the program if your payment is rejected more than once in a 12 month period.

Automatic Utility Payment Application & Agreement

To enroll, complete and sign the application and mail it with a voided check. Either enclose it in your regular bill payment envelope or mail to: Ventura Water • 501 Poli St. #107 • Ventura, CA 93001

Agreement

I, hereby, authorize the Ventura Water and the financial institution that I have indicated to automatically deduct from my account all future payments for my water/wastewater bills. I understand that both Ventura Water and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notice Ventura Water Customer Care in writing.

Print Name _____

Signature _____ Date _____

(Typing your name constitutes a valid signature)

Note: Signature is **mandatory** to be enrolled in program.

Signature must match name on check.

Your Billing Account Number (as it appears on your bill)

Print Name (as it appears on your bill)

Service Address (please print)

City State Zip

Financial Institution Name (please print)