

CITY OF FILLMORE

250 Central Avenue
Fillmore, CA 93015

water@fillmoreca.gov
805-524-1500 Ext. 3

AUTOMATIC DEBIT SERVICE

How does the Auto Debit payment option work?

By enrolling in the Auto Debit payment option customers authorize their checking or savings account to be debited for the payment of their water/sewer bill. Customers who are enrolled in this program continue to receive their monthly bill by mail.

When will my account be debited for water/sewer bills?

Approximately fifteen (15) days from the bill preparation date, your checking or savings account will be automatically debited for the charges on your current bill.

Is there a cost to use the Auto Debit payment option?

There is no charge to the City's water/sewer customers for participating in this program. However, some financial institutions charge a fee for electronic funds transfers. So, ask your bank about possible fees.

Who is eligible to participate in Auto Debit?

All residential and business accounts being billed by the City for water/sewer services are eligible to participate in the Auto Debit program. The account must be in good standing with no existing special arrangements, and no more than one returned check within the last twelve (12) months. The account must be paid in full, prior to signing up.

How do I sign up for the Auto Debit Payment Program?

To sign up for this service, complete the application form at the bottom of this message and return it to the Utility Billing Office with a voided check.

What if my information changes after enrolling in Auto Debit?

Call the Utility Billing Office at (805) 524-1500 extension 136 to notify us of any changes which may result in payments being declined by the banking institute. The City will not be responsible for losses due to inaccurate information, or failure to provide timely notification of changes.

What if 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 financial institute for their policy of imposing fees. If your payment is rejected, the City will charge a \$25.00 processing fee. This fee along with the original payment are due immediately.

How do I stop participating in the Auto Debit Program?

Provide a written request to terminate enrollment in the program. The Utility Billing Office reserves the right to terminate your participation in the plan if the automatic payment is rejected more than once in a twelve (12) month period.

Yes! I want to sign up for Automatic Debit Service! Enclosed are:

1. A check for this month's water bill.
2. Completed application
3. Payment Stub
4. Voided check

Name (please print as it appears on your water/sewer bill)

Service Address (please print)

City **State** **Zip Code**

Water/Sewer Bill Account # (as it appears on your bill) **Phone #**

Financial Institution (please print)

Auto Debit Service Application & Agreement

I hereby authorize the City of Fillmore Utility Billing Office and the financial institution I've indicated to automatically deduct from my checking account all future payments for my water bills. I understand that both the Utility Billing Office 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 notify the Utility Billing Office.

Print Name

Signature

Date

(Signature must match name on check.)

Note: Signature is **mandatory** to be enrolled in Auto Debit Service.