

Auto Pay Direct Debit Enrollment Form

Please complete this form to enroll in Auto Pay and return it with your next payment. For Auto Pay, **attach a blank check with "VOID" written across the face of the check.** Continue to make your payments until you receive notification from us.

Authorization:

I hereby authorize East Pasadena Water Company (EPWC) to deduct funds from my account at the financial institution listed to pay my water bill. EPWC will initiate a direct debit for the total amount due.

I understand the authorization is to remain in effect until EPWC has received written notification of its termination, which must be at least 15 days in advance of the next scheduled payment. I also understand that EPWC may stop my participation in the service if necessary.

I further understand that if EPWC receives a rejected payment I will be billed the service charge on my next bill.

Please Print

EPWC Account No. _____ Bank Account No. _____

Financial Institution Name _____

Name _____ Service Address _____

() _____

Daytime Phone Number / e-mail address _____

Signature _____ Date _____



ACH Payments

We are now accepting authorization from customers to have the bill amount automatically deducted from their account



Personally

Our friendly staff will be happy to assist you in our office.



Mail



Night Drop

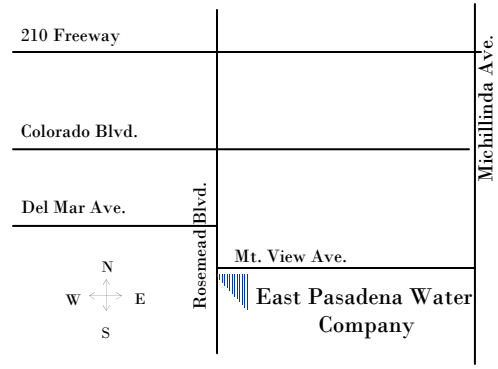
Non-cash payment may be dropped in our night drop.

Questions?

Please call our office

Monday through Friday 8:00 a.m.—4:30 p.m.

626-793-6189 • Fax 626-793-0503



3725 Mountain View Ave. Pasadena, CA 911107



EAST PASADENA WATER COMPANY

3725 MOUNTAIN VIEW AVE.
PASADENA, CA 91107
626-793-6189

Introducing *Auto-Pay* Automatic Bill Paying

Proudly serving the communities
of Arcadia, Pasadena, San
Gabriel and Temple City
since 1935

Introducing Auto Pay

What is Auto Pay?

East Pasadena Water Company is pleased to announce Auto Pay. Auto Pay is a service that allows you to have your water bill paid automatically from your checking account. You will still receive your statement by mail for your records. **There is no additional cost for this service.**

How do I sign up?

To sign up, complete and sign the authorization form to the left and attach a blank check, with "VOID" written across the face of the check. Deposit slips and photocopies will not be accepted. Return the authorization form and voided check to our office. **We cannot process the application without your signature.**

How will I know how much is being deducted from my bank account?

Your statement will include the amount due. Funds will be deducted approximately 15 days after your billing date. If you have any questions regarding your bill amount, please contact us before the payment is debited from your bank account.

When will Auto Pay take effect?

It may take up to 30 days to activate. Please continue to make your payment until you receive notification from us.

Can I mail a check or pay in cash instead of Auto Pay?

Absolutely. This is just one more option for payment. We would love to continue seeing our regular "walk-in" customers. Our night drop is also still available.

Can I make my payments on the EPWC web site?

Not at this time. We will be re-designing our web site and hope to offer this option in the future.

Can I make my payments using a credit card?

Not at this time. We will be adding this option in the future.

Auto Pay Terms and Conditions

Eligibility

Auto Pay is open to all customer accounts billed by East Pasadena Water Company that meet the following conditions: Your account must be in good standing and not subject to existing payment arrangements or extensions. You may have no more than one returned check within the past 12 months.

Rejected Payments

Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, your utility account will be assessed a return item fee. East Pasadena Water Company reserves the right to terminate your participation in Auto Pay if your payment is rejected more than once within 12 months.

Cancel Auto Pay

You may cancel your participation at any time by contacting our office in writing. If you move, your Auto Pay agreement will expire after your closing bill has been paid.

Sign up for Auto Pay Direct Debit today!