

AUTHORIZATION FOR AUTOMATIC BILL PAYMENT

Please set up the following account to have automatic bill payment.

Customer's Name (must match name on check)

Customer's Phone Number

Customer's Email Address

Valencia Water Company Account Number

Financial Institution Name

Financial Institution Phone Number

Financial Institution Account Number

Checking Savings

Account Routing Number

I authorize my financial institution to pay my variable monthly water bill by automatically debiting my financial institution account specified above and verified by the enclosed voided check or savings form. This authority is granted until revoked by me in writing in such time and in such manner as to afford Valencia Water Company and the above named financial institution a reasonable opportunity to act on it.

Customer's Signature

Date:

Signature of Joint Account Holder (if any)

Date:

A service fee will be charged to your account for any returned item.

— OFFICE USE ONLY —

Start Payment Date: _____ Intials: _____

Valencia Water Company
24631 Avenue Rockefeller
Valencia, CA 91355

Automatic Bill Payment Plan



**It's free!
No checks,
no stamps,
it's easy!**



Valencia Water Company

Automatic payment of your Water Bill is here!

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Let Valencia Water Company make it easier for you to pay your monthly water bill.

To enroll, fill out the form on the reverse side and mail or deliver to:

Valencia Water Company

24631 Avenue Rockefeller
Valencia, CA 91355

Attn: ACH Program

**Enclose a voided check or savings draft,
a voided deposit slip will not be accepted!**

How does it all work?

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Valencia Water Company will mail a monthly statement to you showing the amount owing and the date that it is due. On the due date (nineteen days after your statement date), the amount due will be electronically debited from your account.

Your payment is automatically deducted from the checking or savings account that you designate. Your record of the transaction will be your monthly statement. Use the statement to enter the debit into your financial institution account register on a monthly basis.

More Questions and Answers?

When will my first automatic payment start?

Enrollment will take one full billing cycle. You will know that automatic payments has begun on your account when your monthly bill includes the statement, "Automatic payment of \$XX.XX will be deducted on mm/dd/yyyy."

What about my current and past due balances?

If you currently owe us for a bill, you will need to pay it in the usual manner. Automatic payments do not include the balance forward amount. Only new charges will be deducted once your enrollment begins.

Can I use any financial institution?

You may use any financial institution in the United States.

What do I do if I have a question about my bill?

Call Valencia Water Company immediately at 661-294-0828. As with normal billings, you should request an explanation within five (5) days of receipt of a disputed bill. If we have made a mistake on the billing, we can correct the automatic payment up to 7 days before the due date shown on your bill.

What if I change financial institutions?

If you plan on changing financial institutions or accounts, please call us at 661-294-0828 promptly. You simply have to complete and sign a new



authorization form and attach a voided check or saving draft from your new account, and the next billing will be set up with your new account.

What if I move?

If you are moving, you need to call us at 661-294-0828, just as you would if you weren't on automatic payment. If you are moving within our service area, you can request automatic payments to continue if you so choose. If you are moving out of our service area, you can still leave the account on automatic payments until the final bill has been paid (as long as the checking or savings account being drafted from remains current). See below if you would like to cancel the automatic payment before the final billing.

What if I want to cancel the automatic payment?

You can cancel the automatic payments by notifying Valencia Water Company in writing allowing Valencia Water Company and the financial institution a reasonable opportunity to act on the cancellation. As a rule, you would not be able to cancel the automatic payment for your current billing.

Can I send a voided deposit slip?

No, a voided check or savings draft must be provided.