



**Valencia Water Company**  
24631 Avenue Rockefeller  
Valencia, CA 91355  
(661) 294-0828

## Automatic Bill Payment Plan Application

Thank you for your interest in our Automatic Bill Payment Plan. Please complete this application, then sign and return to the address below. **Please enclose an original voided check. No Deposit Slips will be accepted. It may take up to one to two billing cycles to process your enrollment once the application has been received.**

**Customer Name:** \_\_\_\_\_  
**Service Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_ **Cell:** \_\_\_\_\_ **Home:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Valencia Water Account #:** \_\_\_\_\_  
**Financial Institution Name:** \_\_\_\_\_  
**Name on Checking Account:** \_\_\_\_\_  
**Routing (ABA) Number:** \_\_\_\_\_  
**Checking Account Number:** \_\_\_\_\_

If you have multiple water accounts to which you would like to add Automatic Payments, please provide the service address and account number(s) on a separate sheet(s) of paper. Attach the additional sheet(s) to this application.

I authorize Valencia Water Company and the financial institution I have indicated to deduct from my account my variable monthly Valencia Water bill. I am responsible for paying any associated fees my financial institution may charge (if any). I understand that Valencia Water Company and my financial institution have the right to terminate this authorization and participation therein. I may also terminate this authorization by notifying Valencia Water Company in writing. I hereby agree to the Payment Plan Guidelines as set forth in the attachment and I certify that the application is true and correct.

\_\_\_\_\_  
*Signature* (Must match name  
on check)

\_\_\_\_\_  
Date

You will receive a confirmation letter that your application has been processed and approved once completed. Your monthly payment will be automatically deducted from your checking account in one to two billing cycles.

**Return this application to:**  
**Valencia Water Company**  
**24631 Avenue Rockefeller**  
**Valencia, CA 91355**

**OFFICE USE ONLY**

Application received date \_\_\_\_\_

Initials \_\_\_\_\_



**Valencia Water Company**  
24631 Avenue Rockefeller  
Valencia, CA 91355  
(661) 294-0828

## Payment Plan Guidelines

(Please keep this copy for your records)

**How does the Automatic Payment Plan Work?** – Valencia Water Company will mail a monthly statement to you showing the amount that is owed and the date that it is due. After your enrollment in the Payment Plan has been processed, all charges shown on the bill will be automatically deducted from the checking account you designate.

**Is there a fee to participate in the Automatic Payment Plan?** – There is no fee from Valencia Water Company to participate in the program. However, some financial institutions may charge a transaction fee for electronic fund transfers. Please check with your bank regarding any possible fees.

**Once I enroll, when will my first automatic payment start?** – Once the application is received, it may take one to two billing cycles for the first payment to be withdrawn from your checking account. You will know that the automatic payment has begun on your account when your monthly invoice includes the statement, “Automatic payment of \$XX.XX will be deducted on mm/dd/yyyy. DO NOT MAIL.” See example below:

Balance Forward	Current Charges Due	Current Charges	Total Balance Due
\$0.00	04/06/2016	\$XX.XX	\$XX.XX
Automatic Payment Of	\$XX.XX	will be deducted on 04/06/2016 DO NOT MAIL.	

**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 or it may be subject to a past due/disconnect notice. Once the enrollment begins, the total amount due will be deducted from your bank account.

**Can I use any financial institution?** – Yes, you may use any financial institution in the United States.

**After I’m enrolled, how do I change or update my financial institution information?** – If you have changed or plan to change financial institutions or account numbers, please call us at (661) 294-0828. You will be required to submit a new authorization form with a voided check. If you have registered online at [www.valenciawater.com](http://www.valenciawater.com), you can view and edit your financial institution information. To update or edit this information, click the “Manage Direct Payment Plan” link next to Recurring Payments on the Account Summary page.

**What happens if there is a rejected payment?** – Payments may be rejected by your financial institution due to insufficient funds, closed/unauthorized accounts, or other reasons. Check with your financial institution for any possible fees they may impose. If your payment is returned, Valencia Water Company will charge a Returned Payment Fee on your next water bill. Valencia Water Company reserves the right to terminate your participation in the Automatic Payment Plan if your payment is rejected more than once.

**What if I move?** – If you are moving within our service area, you can request automatic payments to continue on your new account by calling us at (661) 294-0828. If you are moving out of the service area, you can leave the Automatic Payment Plan until the final bill has been paid (as long as the checking account being drafted from remains current).

**How do I discontinue my participation in the Automatic Payment Plan?** – You may request to discontinue the Automatic Payment Plan by notifying Valencia Water Company in writing. If you have a current bill due, we are unable to stop the automatic payment until the following bill cycle.