




## Automatic Payment Plan Now Available

Crestline Village Water District is now offering two new payment methods to our customers. We have developed this program to assist our customers who wish to have automatic bill payments, and for those who wish to make occasional payments by telephone. Please read the following information and select the Payment Plan that best fits your needs. As always, you can continue to make your payment by mail or by bringing your payment to our office.

**Automatic Payment Plan** will save you on check writing and stamps. When you enroll in this plan, you authorize a deduction from your checking account to pay your water bill. Your payment will be automatically processed on the due date printed on your bill. This is normally about 15 to 20 days after the water bill is mailed to you.

**Payment by Telephone** is available for those occasions when you need to make an immediate payment. Call us on the day you would like to make a payment, up to and including the bill due date. Your payment will be deducted from your checking account. Enroll now to simplify the Payment by Telephone process.

**Enroll Today** by choosing one of the options and completing the Agreement form on the reverse side. Be sure to enclose the following items: 1) a voided check for the checking account from which funds will be deducted, and 2) a completed and signed application/authorization form.

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## Sign Up Today!

Please remember to enclose the following:

- 1) A voided check for the checking account from which funds will be deducted.
- 2) A completed and signed application/authorization form.

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**Important Questions and Information regarding  
the Automatic Payment Plan**

**Who is eligible for the Automatic Payment Plan?** The plan is open to all customers. Your account must be in good standing with a history of no more than one returned check within the last 12-month period.

**What does it cost me to participate in this plan?** There is no cost from Crestline Village Water District to participate. However some financial institutions may charge a fee for processing bank drafts.

**Will I still receive a water bill?** Yes, when you sign up for Automatic Payments, you will continue to receive a monthly bill.

**When do the Automatic Payments begin?** Your application will be processed and you will be enrolled in the Automatic Payment Plan within 30 day after we receive the application. Your water bill will show the date that your Automatic Payment is scheduled to be processed.

**What happens if I have a larger than normal water bill and do not have the funds available to cover the Automatic Payment?** If you need to stop an automatic payment from occurring, you must call our business office at least three (3) business days before the scheduled payment date. Crestline Village Water District reserves the right to terminate your participation in the Automatic Payment Plan if you stop an automatic payment more than twice within a 12-month period

**After I'm enrolled how do I change information on my Automatic Payment or Payment by Telephone enrollment?** Send us a copy of a voided check that shows us the correct bank account information or call us to notify us of changes. Inaccurate information may result in payments being refused by your financial institution. Crestline Village Water District will not be responsible for delays or losses which result from inaccurate information or failure to provide us with timely notification of changes.

**What happens in the event of a rejected payment?** 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, Crestline Village Water District will charge a \$35.00 fee and process the rejected payment as a returned check. Crestline Village Water District reserves the right to terminate your participation in the Automatic Payment and Payment by Telephone Plan if your payment is rejected more than once within a 12-month period.

**How do I cancel Automatic Payments?** You may cancel your participation in the plan by calling Crestline Village Water District. Termination will be effective within three (3) days after we receive your notification.

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**Automatic Payment Plan Application and Authorization**

Please select one of the following options:

Sign me up for Automatic Payments.

Financial Institution

Sign me up for Payments by Telephone.

Routing and Transit Number , plus Checking Account  
Number *(all the numbers at the bottom of your check)*

Name (please print name as it appears on your bill)

Password *(required for Payments by Telephone)*

Service Address

Phone Number

Crestline Village Water District Account Number

I hereby apply to participate in the Crestline Village Water District Payment Plan checked on this form. When approved, this is my authorization for participation in this option as long as I meet the applicable requirements. I understand my participation involves deductions from my checking account for payment of my water bill. I confirm that I am responsible for paying any financial institution fees related to Plan transactions. I can end my participation in this option by notifying Crestline Village Water District.

Print Name

Signature *(Required and must match name on check)*

Date