

Q. *What if I plan to change banks?*

A. If you plan to change banks, please call the PCWA Customer Services Center at 530.823.4850 promptly. Then, simply complete and sign a new Authorization Form, attach a voided check from your new account, and return it to PCWA.

Q. *What if I want to cancel the electronic bill payment?*

A. Anytime you wish to stop the electronic payment, just call the PCWA Customer Services Center and ask that your account be removed from electronic bill payment.

Q. *Why does PCWA offer electronic bill payment?*

A. First and foremost, it is convenient for our customers. In addition, payments are made in a timely manner. Finally, electronic payments reduce administrative costs, thus help keep rates down.

Q. *Sounds like a good idea. How do I sign up?*

A. You will need to complete and sign the authorization form, attach a voided check and return it to PCWA Customer Services Center who will then make the necessary changes to your account and send the information to your bank. Enrollment takes one full billing cycle or approximately two months, so remember to keep

making payments until you receive a confirmation message on your PCWA bill. When you receive the first bill that reads *"Bank account drafted for"* you will know you are on electronic bill payment.

Q. *Why do I need to attach a pre-printed, voided check to the enrollment form?*

A. Attaching a pre-printed, voided check is required to ensure all bank account information is correct. It helps to avoid mistakes which may slow down the process.

Q. *What is the cost to me?*

A. There is no cost to the customer.



VISIT OUR WEB SITE AT:

www.pcwa.net

20-01/09



ELECTRONIC BILL PAYMENT PROGRAM

SAVE TIME & MONEY



IT'S FREE



NO CHECKS



NO WORRIES



**NO LATE
FEES**



**DOING
NOTHING PAYS
YOUR BILL**



PLACER COUNTY WATER AGENCY
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www.pcwa.net

530.823.4850
 800.464.0030
customerservices@pcwa.net

**ELECTRONIC BILL PAYMENT AUTHORIZATION
 FOR PAYMENT OF WATER BILL CHARGES**

I authorize Placer County Water Agency to electronically charge my bank account number, as shown below, all charges for services rendered against my water account number by PCWA.

PCWA Account # _____

CUSTOMER INFORMATION (Please Fill In)	Name:	
	Service Address:	
	City/State/Zip:	
	Home Phone:	Other Phone:
	<i>Note: A separate authorization form is required for each PCWA account.</i>	

A VOIDED CHECK MUST BE ENCLOSED TO PROCESS YOUR APPLICATION

BANK ACCOUNT INFORMATION (Please Fill In)	Type of Account: (Please Check One) <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account
	Account #
	Name of Bank:
	Branch Location:

TERMS AND CONDITIONS

I will continue to receive water bills. If I dispute the amount, I will have until 10 days after the bill date to contact PCWA Customer Services Center at 530.823.4850.	
The deduction will be made from my account on the due date printed on the statement, or the next business day.	
This authorization will remain in effect until revoked by me or PCWA.	
I understand that for each payment returned, a returned check fee will be applied to my account.	
I will notify PCWA if I change banks or if my bank account number is changed.	
I MAKE AUTHORIZATION SUBJECT TO THE ABOVE TERMS AND CONDITIONS.	
Signature:	Date:

Did you remember to enclose a voided check?

Q. *What is electronic bill payment?*

A. Electronic bill payment is authorization that you give your bank to pay your water bill out of your bank account. You give authorization one time, and from then on the bank pays your water bill electronically.

Q. *How do I benefit from the electronic bill payment?*

A. It saves worry, aggravation and money. You no longer have to worry about getting your check written, mailing your payment or driving to pay the bill. The bill will always be paid on time, so you never have to worry about incurring late charges. You will save postage and fuel costs and you don't have to write as many checks. You never have to get out in bad weather to pay your bill nor do you have to worry about your payment getting lost in the mail. Finally, you don't have to wait in line to pay your bill.

Q. *What do I do if I have a question about my bill?*

A. When you receive your bill statement, it will be marked "*Bank account drafted for.*" Call the PCWA Customer Services Center at 530.823.4850 within ten days of the bill date. That way, we can correct the bill, if needed, before it is sent to the bank and drafted from your account.