Direct answers to questions about Deltona Water Automatic Bill-Paying

Q. How do I sign up for Automatic Bill-Paying?

A. Fill out the attached form and enclose it with your bill payment. Be sure to read and sign the authorization agreement. Also, enclose a preprinted voided bank check that includes your bank account number, your financial institution's identification number, your name and your address.

Q. How long before my first payment is automatically deducted?

A. Normally, it takes between 60 and 90 days to verify all information with the financial institution.

Q. What if I change banks or accounts?

A. Just call, (386) 575-6800 and we'll send you a new authorization form to fill out with the new account information. This change can take up to 90 days, so please allow enough lead time to complete the change.

Q. What if the bank does not honor the payment because of insufficient funds or because the account was closed?

A. If your bank refuses the payment because of insufficient funds or because the account was closed, a minimum $25 processing fee will be incurred.

Q. How can I assure my right to question the amount if I believe there are billing discrepancies?

A. You will have ample time to question your bill. To do so, simply call (386) 575-6800 within 10 days of the bill date. Upon timely notification of a possible error, your Automatic Bill-Paying payment will not be processed until the issue is resolved. If notification is received after 10 days of the bill date, the Automatic Bill-Paying payment will be deducted from your bank account, but adjustments, if any, will be made to the following month's utility bill.

Yes, sign me up for Automatic Bill-Paying!

Customer name as it appears on your bill

Address

City State Zip Code

Phone number Customer number listed on your bill

Name on checking or savings account if different from customer name

Name of financial institution

Address

City State Zip Code

Choose one account below from which payment will be automatically deducted.

☐ **Checking account.** Enclose a check that you've marked ***void***.

☐ **Savings account.** Enclose a deposit slip that includes your account number ***and*** check with your financial institution to be sure your bank's correct routing number is placed on the authorization form.

Authorization Agreement for Automatic Bill-Paying Plan

I hereby authorize City of Deltona to initiate withdrawals from my account at the financial institution named in this application for payment of my City of Deltona monthly service bills, and authorize the named financial institution to charge such withdrawals to my account. I understand that both the financial institution and City of Deltona reserve the right to terminate this payment plan and /or my participation therein. I also understand that I may discontinue enrollment with a 30-day written notice to City of Deltona .

I understand the City will impose a minimum $25 processing fee if the draft is not paid by my bank due to insufficient funds or my account being closed.

This authorization will be in effect until either party gives notice to the other of termination. I understand my written notice must be received by the City in time for it to have a reasonable opportunity to act.

Signature Date Phone Number

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- ✱ If the bank account is listed in two names, ***both account holders must sign.***
- ✱ Attach a voided check.
- ✱ Sign and date the authorization agreement.
- ✱ Fill out and enclose this form in your payment envelope or bring or send it to Deltona Water.

Automatic Bill-Paying