

Pay your water bill with an automatic deduction from your bank account

Q. How do I enroll for the Automatic Payment Program?

A. Complete the form below, sign and return it to Water Billing Division with a voided blank check. (Deposit slips and photocopies are not acceptable). Mail to: PO Box 1030, Norwalk, CA 90651 or bring into City Hall at 12700 Norwalk Blvd., Rm. 5.

Q. Who is eligible to participate in the Automatic Payment Program?

A. The Automatic Payment Program Is open to all customers of the City of Norwalk Water Division whose accounts are in good standing.

Q. Is there a charge for this service?

A. No, the city of Norwalk does not charge for this service. However, you should check with your banking institution about any possible fees.

Q. Do I still receive a bill in the mail?

A. Yes, you will receive your regular itemized account statement in the mail for your own personal records and to track your water consumption.

Q. What if a payment is rejected?

A. Payments may be rejected by a financial institution for insufficient funds, closed accounts, etc. The City charges \$1.00 for a rejection. Talk to your bank about any other charges that may occur.

Q. Can I pay multiple accounts through this program?

A. Yes, as long as you want each account to be paid from the same bank account. If you wish to pay each water account from a different bank/account, simply fill out a form for each.

Q. What if I don't agree with the amount charged?

A. Always review your statement when you receive it and call the City of Norwalk Water Billing Division at (562) 929-5766 to discuss your bill.

Q. How do I stop this service?

A. Simply notify the City of Norwalk Water Billing Division that you would like to stop your participation. Termination will become effective seven working days after notification.

Q. What if I change banks or the bank changes names?

A. If you change banks, or the bank changes its name, you will need to send in a new authorization form and a voided check from the new account. In some cases the account number remains the same, but the routing number has changed. Payments may be rejected if the information is not current. Call the Water Billing Division at (562) 929-5766 to request a new form, or visit the City's website at www.ci.norwalk.ca.us/docs.asp

Yes, please sign me up for the Norwalk Automatic Payment Program

Name on Water Account

Water Service Address

Daytime Phone Number

Water Account Number (located on bill)

Please remember to include a voided check listing your bank and account number

I authorize the City of Norwalk Water Division and my financial institution to automatically deduct from the account provided all future payments for my water bills.

I understand that both the City of Norwalk and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Norwalk Water Billing Division.

PLEASE SIGN BELOW:

Signature: _____
Signature is mandatory and must match name on voided check.

Second signature of any other person listed on your account.
Date: _____

-----FOR OFFICE USE ONLY-----

Date Entered

Entered by

Date of Prenote

**TIRED OF LATE FEES?
SIGN UP FOR
AUTOMATIC
DEDUCTION WATER
BILL PAYMENTS AND
NEVER PAY A
PENALTY AGAIN!**

