

City of Simi Valley's Automatic Debit Program

Customer service is important to the City of Simi Valley. To provide additional convenience to our customers, the City is offering an automatic bank debit program. Under this program, customers will no longer have to worry about checks, stamps, return envelopes, or making sure payments arrive on time; customers now have the option of an automatic deduction of funds from their designated account to pay their water and/or wastewater bill. It's that simple!

If you would like to participate in this program, simply complete the **Authorization Agreement** form below, attach a voided check from your designated account, and mail the form and the voided document to:



P.O. Box 1680
Simi Valley, CA 93062-1680



What You Need to Know About the Program

- **How does the City's automatic debit program work?**
When your enrollment has been processed, you'll receive a letter from the City acknowledging your participation in the program. You'll still continue to receive your itemized bi-monthly water/wastewater bill, however, you will not need to send in your payment. Approximately 21 days after the bill is generated, your designated account will be automatically debited for the total amount due as identified on your bill. You will be permitted to stop a pre-authorized payment in writing (including sending notification through facsimile) up to five (5) business days before the scheduled automatic debit. Of course, you can still call the City if you ever have questions concerning your bill.
- **Who is eligible to be part of the program?**
The automatic debit program is open to all residential and commercial customers. Your account must be in good standing with no existing payment arrangements, and no more than one returned check within the last twelve-month period.
- **What does it cost?**
There is no charge from the City to participate in the program. However, some financial institutions may charge a transaction fee for electronic fund transfers. Please check with your institution regarding any possible fees that may apply.
- **What if I change bank account numbers or I change banks?**
You'll need to send us a new **Authorization Agreement** form and attach a voided check from your new designated account.
- **What happens in the event of a rejected payment?**
Payments may be rejected by your financial institution because of insufficient funds, closed or unauthorized accounts, or other reasons. Check with your financial institution for possible fees that may be imposed. If your payment is rejected, the City will charge a \$25 (subject to change annually) returned debit fee on your next water/wastewater bill. The City reserves the right to terminate your participation in the program if your payment is rejected more than once within a consecutive twelve-month period.
- **How do I stop participating in the program?**
You may cancel your participation at any time in writing (including sending notification through facsimile) with termination effective no later than five (5) business days after the City receives your notification.
- **What if I still have questions?**
You can contact the City at (805) 583-6736, Monday through Friday, 7:30 a.m. to 5:30 p.m., except holidays, if you have any questions. (FAX: (805) 583-6399)

Please retain this section for your records.

CITY OF SIMI VALLEY'S AUTOMATIC DEBIT PROGRAM AUTHORIZATION AGREEMENT

_____ **New** _____ **Change** _____ **Stop**

Name(s) on Bank/Financial Institution Account _____

Name(s) as Identified on Water/Wastewater Bill _____

Account Number as Identified on Water/Wastewater Bill _____

Daytime Telephone Number _____

I hereby authorize the City of Simi Valley and my financial institution to automatically deduct from my designated bank/financial institution account, of which I am an authorized signer, payments for my water/wastewater bills. I understand that both the City of Simi Valley and my bank/financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will provide written notification with termination effective within five (5) business days.

Signature _____ Date _____