

Direct answers to questions about Deltona Water Automatic Bill-Paying

Q. What is Automatic Bill-Paying?

A. Automatic Bill-Paying lets Deltona Water's residential and commercial customers, with satisfactory payment history, have their monthly utility payments automatically deducted from a checking or savings account.

Q. What are the advantages of Automatic Bill-Paying?

A. It's free! Automatic Bill-Paying also eliminates check and postage costs and time spent writing and delivering bill payments. When you're vacationing or traveling, bill payments are made on time.

Q. How does Automatic Bill-Paying work?

A. You'll still get your Deltona Water bill each month. When you sign up for Automatic Bill-Paying, the amount of your monthly bill will be automatically deducted by your bank from your checking or savings account on the 15th day after the bill is mailed. If the date is on a weekend or holiday, it will be the next business day.

Q. How can Deltona Water take money out of my bank account?

A. Only with your authorization. No business is allowed to collect payments from your account unless you specifically authorize it.

Q. My bill is different each month. How will I know how much money I owe?

A. You will receive your monthly Deltona Water bill. You will need to deduct the payment amount from your checking or savings record on the 15th day after the bill is mailed. Also, the amount paid electronically will appear as a charge on your next monthly bank statement.

Q. Is Automatic Bill-Paying risky? I don't want mistakes made in my bank account.

A. Automatic Bill-Paying payments may be less risky than check payments. They can't be lost, stolen or destroyed in the mail, and they have an extremely high rate of accuracy. We don't expect any mistakes, but if you ever suspect a problem, call (386) 575-6800, to get it resolved.

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 usually takes a minimum of two weeks, so please allow enough lead time to complete the change.

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 voided bank check that includes your bank account number and your financial institution's identification number.

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

A. Normally, it takes between 30 and 60 days to verify all information with the financial institution.

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.

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. What if I try Automatic Bill-Paying and I don't like it?

A. You can cancel your authorization for Automatic Bill-Paying at any time by notifying Deltona Water in writing.

Yes, sign me up for Automatic Bill-Paying!

Customer name as it appears on your bill

Name on checking or savings account if different from customer name

Address

Name of financial institution

City State Zip Code

Address

Phone number Customer number listed on your bill

City State Zip Code

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

Signature Date Phone Number

- * If 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.
- * **Mail completed application to : 255 Enterprise Road; Deltona, Florida 32725; Questions call: (386)575-6800**

Important: 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.