



Municipal Water District

1966 Olivenhain Road, Encinitas, California 92024-5699 • Phone (760) 753-6466

# Direct Payment Program

## How does it work?

All customers are billed on the first day of each month. The bill is due upon receipt and becomes delinquent if not paid by the close of business on the 7<sup>th</sup> day of the month following the due date. If you elect to participate in the Direct Payment Program, the total amount due for your water bill will be automatically deducted from your checking or savings account on the 15<sup>th</sup> or 25<sup>th</sup> of the month. You will choose the date when you sign up for the program.

Olivenhain Municipal Water District strives to improve our customer service. Many customers have asked for a more convenient and less time-consuming way to pay their water bill. In response to these requests, the District has initiated the **Direct Payment Program**.

The Direct Payment Program has many benefits. Customers will no longer need to remember to write a check for payment, postage expenses are eliminated, the risk of late payments or delinquent charges are taken away, and payment processing costs are reduced, which helps to keep water rates as low as possible.

Once on the Direct Payment Program, you will continue to receive your monthly water bill. Remember to deduct the amount of the bill from your bank account balance. The amount of your bill will vary each month depending on water usage. If you have any questions concerning your water bill, please contact the customer service department during business hours. You must initiate a complaint or request a review within five days of receipt of the bill.

**It is very important that you review your bill immediately upon receipt.** Any written complaint or request received within five days of the date scheduled for the automatic debit of your account will not allow us sufficient time to process any needed corrections. Account corrections will be made in the next billing cycle. The District is not responsible for any injury or damage to the customer as a result of the failure of the customer to report an error on their bill within five days after the bill is received, in writing. In the event of an error, the sole responsibility of the District is to correct the customer's account for the amount of the error.

If there are insufficient funds in your bank account to cover the direct payment, you will be assessed a \$30.00 service charge. We will then require that the insufficient payment amount be covered in cash, cashiers check or money order. After two such occurrences of insufficient funds, this contract will become null and void, and you will no longer be eligible for the Direct Payment Program. You may cancel the program at any time by giving the District 30 days written notice. Please direct your request for cancellation to the Customer Service Department and keep a copy for your records.

### If you wish to participate in the Direct Payment Program, you may do so by completing the next three simple steps:

1. Completely fill in the following authorization agreement.
2. Sign below indicating your understanding of and agreement with the policies mentioned above.
3. Mail the bottom portion of this form to the District **along with a voided check** (for a checking account) **or a deposit slip** (for a savings account.) These items must be returned at least 15 days prior to your next billing date to allow enough time to add your account to the program.

**We will acknowledge receipt of the above items with a letter indicating the date of your first automatic payment. Until you receive this notification letter, please continue to pay your water bill.**

DETACH HERE AND RETURN TO OMWD. KEEP THE TOP PORTION FOR YOUR RECORDS.

## Authorization Agreement for Direct Payment Program

I (we) hereby authorize Olivenhain Municipal Water District, hereinafter referred to as OMWD, to initiate debit entries for the payment of my (our) water bill from my (our) account located at the depository financial institution named below, hereinafter called Depository, and to debit the same from such account. I (we) agree to be bound by all terms of the Direct Payment Program Agreement. This authorization is to remain in full force and effect until OMWD has received a thirty (30) day written notification from me (us) of its termination.

**Please completely fill in and sign the following agreement form and return to us with a voided check or deposit slip (we cannot complete your request if a voided check or deposit slip is not enclosed.)**

**SELECT ONE** - Initiate debit entries from my (our):  Checking Account  Savings Account

**SELECT ONE** - Day of the month Direct Payment is to occur:  15<sup>th</sup>  25<sup>th</sup>

Name \_\_\_\_\_

Telephone (\_\_\_\_\_) \_\_\_\_\_

OMWD Account Number \_\_\_\_\_

Depository/Bank Name \_\_\_\_\_

Branch \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Routing No. \_\_\_\_\_ Account No. \_\_\_\_\_

I have enclosed a voided check or a deposit slip.



Municipal Water District

1966 Olivenhain Rd., Encinitas, CA 92024  
Phone (760) 753-6466

▶ The forms must be returned at least 15 days prior to your next billing date to allow enough time to add your account to the program.

▶ A notification letter will be mailed to you indicating the date of your first automatic payment. Until you receive this notification letter, please continue to pay your water bill.

Signature

Date

Signature

Date