



# City of Paso Robles

## Water/Sewer Billing Direct Payment Plan

*Join Hundreds of Customers That Are Already Enjoying the Benefits of Direct Payment Plan.*

**NO STAMPS**                      **NO ENVELOPES**                      **NO CHECK WRITING**

Through the DIRECT PAYMENT PLAN, you authorize the City of Paso Robles to deduct your payment automatically from your checking account or charge to your credit/debit card. You no longer have to worry about paying your bills when you are on vacation or out of town on business.

### Enrollment Form

Water Billing Account Number(s): \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Do not use PO Box          Number                      Street

Daytime Telephone Number: (\_\_\_\_\_) \_\_\_\_\_

**CHECKING ACCOUNT ENROLLMENT**  
Complete all the information on the enrollment form and return the completed form along with your blank check marked "VOID."

**CREDIT/DEBIT CARD ENROLLMENT**  
Complete all the information on the enrollment form and return the completed form along with your credit/debit card information in this space:

Credit Card Payment											

**VISA**               **AMERICAN EXPRESS**    Exp Mo./Yr \_\_\_\_\_ / \_\_\_\_\_

**To authorize Automatic Bill Payment, sign and date below.**

*I authorize the City of Paso Robles to instruct my financial institution to deduct my payments from the checking account or debit/credit card listed on the enclosed form/voided check. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify the City of Paso Robles in writing. I require no additional notices prior to action being taken on this authorization.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# QUESTIONS & ANSWERS

<b>How will I know when my enrollment in the Direct Payment Plan has been activated?</b>	It will take up to 15 working days after we receive your application to complete your enrollment. Continue to pay your bill as you always do until you see the "AMOUNT TO BE DEBITED" and Amount Enclosed = "TO BE DEBITED" on your bill. After you are enrolled, you will continue to receive a copy of your utility bill. <u>The total amount of your bill will be deducted from your checking account or charged to your credit/debit card on the 20<sup>th</sup> day of the month billed.</u> This will provide you enough time to ask any questions you may have about your bill before the deduction is made from your account.
<b>How can I be sure that my Water and Sewer Bill has been paid?</b>	The statement you receive from your financial institution will clearly identify each payment. Also, each copy of your utility bill from the City of Paso Robles will reflect the payment of your previous bill by the Direct Payment Plan. You can also view your account online at <a href="http://www.water.prcity.com">www.water.prcity.com</a>
<b>How do I cancel my enrollment?</b>	You can request cancellation of your enrollment in the Direct Payment Plan at any time by <b><i>notifying the City of Paso Robles in writing.</i></b> It may take up to 15 working days to process the termination request.
<b>What happens if my financial institution rejects my payment?</b>	Your bank may reject payments as a result of insufficient funds, closed/unauthorized accounts or other reasons. If your payment is rejected, the City of Paso Robles will charge a processing fee on your next utility bill. The City of Paso Robles reserves the right to terminate your participation in the Direct Payment Plan if your payment is rejected more than once within a 12-month period.