

**AUTOMATIC PAYMENT SERVICE**  
**IMPORTANT NOTICE**

**HOW DOES AUTOMATIC PAYMENT SERVICE WORK?**

Each billing period you will still receive your utility bill just as you do now. The difference is, with the **Automatic Payment Service**, your bill is paid automatically from your checking account two days before the due date stated on the bill. Your bill will state the date the automatic payment will be transacted. You simply deduct the amount from your check register and you are done! It's that easy!

**HOW DO I SIGN UP FOR AUTOMATIC PAYMENT SERVICE?**

Complete the application form on the side and enclose it along with a blank check marked "VOID". Send the application, the voided check and a separate check for your current amount due with the remittance portion of your bill. **(Please do not send a deposit slip)**

**HOW LONG DOES IT TAKE?**

*Allow one billing cycle for your Automatic Payment Service to be activated.* Until that time, please continue to pay any bills you receive by your usual payment method. Once you have signed up and the **Automatic Payment Service** is in effect, your utility billing statement will show a message stating that your bill will be paid by automatic bank draft, and the date the draft will occur.

**IMPORTANT INFORMATION!**

Immediately review your utility bill upon receipt. If you have questions, call us a **minimum of 8 (eight) business days** prior to the due date, so that we can make any adjustments, if necessary. If you contact us less **than 8 (eight) business days** prior to the due date and a correction is necessary, we cannot guarantee that the corrected amount will be debited in time.

If your transaction is refused due to non-sufficient funds or a closed account, your account will be charged the amount of water charges plus a check return fee of \$35.00 and normal collection procedures will occur. If your transaction is refused a second time due to non-sufficient funds or a closed account, a fee of \$41.00 will be added to your account, your **Automatic Payment Service** will be terminated and regular billing will resume.

**NOTE:** You must provide a 30-day advanced written notice to voluntarily terminate the **Automatic Payment Service**.

\*\*\*Closing of your water account **STOPS** the ACH procedure and your final bill **MUST** be paid with cash or check directly to the City of Glendora.

**ACH APPLICATION—CITY OF GLENDORA**

I hereby authorize the City of Glendora to implement the Automatic Payment for utility billing. I have enclosed;

- a) This signed application
- b) A voided check (attach below)

I understand that it might take up to one billing cycle for the service to be activated, **and that I am responsible for any outstanding amount on my account until the service is activated.** I will provide a 30 day notification to terminate the **Automatic Payment Service**.

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Utility Billing Account Number

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Utility Billing Name (Please Print)

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Service Address

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Telephone Number (Day)

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Telephone Number (Evening)

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**SIGNATURE OF RESPONSIBLE PARTY (REQUIRED)      DATE**

**FOR MORE INFORMATION CALL**  
**THE CITY OF GLENDORA UTILITY BILLING**  
**(626) 914-8239**  
**OFFICE HOURS: 8:00 AM. TO 5:00 PM. Monday – Friday**

**ATTACH VOID CHECK HERE**