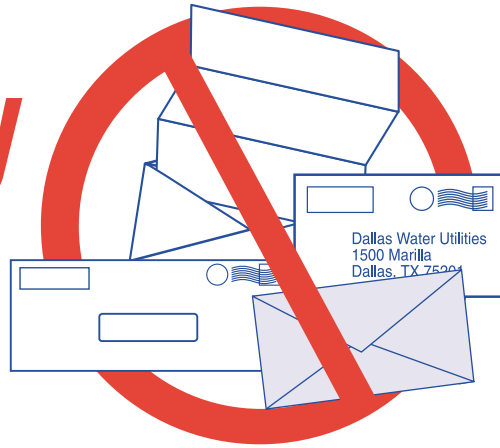


# AutoPay

An easy way to pay  
your water bill every month



## What is AutoPay?

With Autopay you can pay your monthly water bill automatically — without writing a check, sealing an envelope or licking a stamp.

## Is AutoPay for you?

If you like the idea of hassle-free bill paying, then AutoPay is for you.

## Here's how it works

The prompt pay amount will be debited from your checking account and credited to your water bill account each month about 15 days after your water bill is sent to you. There is no charge for this service. All you have to do is make sure that you have enough money in your account to cover the automatic withdrawal every month. If your automatic payment is returned unpaid by your bank (for any reason), you will be charged a returned check fee by your bank or credit union and City of Dallas Water Utilities.

Your authorization will remain in force and effect until DWU receives written notification from you to cancel AutoPay. **To cancel Autopay, or change financial institutions, please notify us in writing at least 30 days prior to the change.** Mail the request to Dallas Water Utilities, Records Section, 1500 Marilla, Room 2AS, Dallas TX 75201 or FAX # 214.670-0752 at least 30 days prior to the change.

**Complete this form, detach and return to the above address. Remember to enclose a voided check or a photocopy of a check (so we can verify your account and routing numbers).**

## How to enroll

Just fill out the form and **mail it and a voided check** (or copy of a check) when you mail your next payment.

It will take about one month to set up your account and test it by making a \$0 debit on the trial run. You will receive a confirmation letter before the test (trial run) is performed.

## Who is eligible?

All customers who have a checking account, pay their water bills on time and have had no returned checks within the last year are eligible to participate in AutoPay.

## Questions?

If you have any questions about AutoPay, call Customer Service at (214) 651-1441 between 8:00 a.m. and 5:00 p.m. Monday through Friday.



## AutoPay Authorization Agreement

Authorization agreement for pre-arranged payments (ACH debits)

*Please print*

Customer name: \_\_\_\_\_

I (we) authorize the City of Dallas, acting through its Water Utilities Department, to initiate debit entries to my (our) checking account indicated below and the bank, savings and loan or credit union named below, to debit such account for the purpose of collecting service charges billed to me (us) by Dallas Water Utilities (DWU) for service to my (our) property at

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

Daytime phone number: \_\_\_\_\_

DWU Account No: \_\_\_\_\_

Banking Institution Name: \_\_\_\_\_

This authority is to remain in full force and effect until DWU and my banking institution have received written notification from me (or either of us) of its termination in such time and in such manner as to afford DWU and my banking institution a reasonable opportunity to act on it. I (or either of us) have the right to stop payment of a debit entry by notifying my banking institution at such time as to afford my banking institution a reasonable opportunity to act on it prior to charging the account. After the account has been charged, I have the right to have the amount of an erroneous debit immediately credited to my account by my banking institution, provided I (we) send written notice of such debit entry in error to my banking institution within 15 days following issuance of the account statement or 45 days after posting, whichever occurs first.

Signature(s) as shown on bank records: \_\_\_\_\_

**Remember to include a voided check.**