

## SAN GABRIEL VALLEY WATER COMPANY AUTOPAY APPLICATION AND AUTHORIZATION

<b>I WANT TO SIGN UP FOR AUTOPAY FROM MY:</b> <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account		<b>SUBMIT COMPLETED FORM TO:</b> San Gabriel Valley Water Company PO Box 6010 El Monte, CA 91734-2010
<b>Name on Water Account (as it appears on bill)</b>		<b>INCLUDE:</b> 1. Voided check if checking account or a specification sheet including bank routing and account number information provided by the financial institution of savings account. 2. Completed and signed application.
<b>Service Address</b>		
<b>Customer/Account Number</b> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="font-size: 2em; margin: 0 5px;">/</div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> </div>		I hereby authorize San Gabriel Valley Water Company ("San Gabriel") to instruct my financial institution to charge my bank account for payment of my monthly water bill. I understand that both my financial institution and San Gabriel reserve the right to terminate this payment plan and/or my participation in the plan at any time, and/or impose application fees for rejected payments. I may discontinue my participation in the plan at any time by notifying San Gabriel.
<b>Daytime Phone Number</b>		
<b>Mailing Address (if different from service address)</b>		
<b>Financial Institution (name and address)</b>		
<b>Bank Routing Transit Number</b> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; margin: 2px;"></div> </div>		
<b>Signature</b>		<b>Name on Bank Account</b>
<b>Date</b>		

### INSTRUCTIONS FOR COMPLETING AUTOPAY APPLICATION AND AUTHORIZATION

- Complete, sign and date the application.
- Attach an original voided check or if savings account, a specification sheet including bank routing and account number information provided by the financial institution for the account from which funds will be deducted for AutoPay to the completed application.
- Mail the signed application and attachment to:

San Gabriel Valley Water Company  
 PO Box 6010  
 El Monte, CA 91734-2010

**NAME ON WATER ACCOUNT:** The name that appears on your monthly water bill.

**SERVICE ADDRESS:** The address at which water service is provided.

**CUSTOMER/ACCOUNT NUMBER:** San Gabriel Valley Water Company's customer/account number for water service to the service address.

**DAYTIME PHONE NUMBER:** A telephone number at which you may be reached during the day. (Monday through Friday 8am to 5pm)

**MAILING ADDRESS:** The address to which water bills are mailed.

**FINANCIAL INSTITUTION:** Name and address of financial institution at which your checking/savings account is located.



**BANK ROUTING TRANSIT NUMBER:** The 9-digit number on the bottom left corner of your check, usually between a symbols.

**BANK ACCOUNT NUMBER:** The account number for your checking/savings account, usually comes before the "c" symbol.

**NAME ON BANK ACCOUNT:** The name shown on your bank account.

**SIGNATURE:** Signature of person authorized to make withdrawals from your bank account.

## **Automatic Payment Application (“AutoPay”) Frequently Asked Questions**

### **What is Automatic Bill Payment (“AutoPay”)?**

AutoPay is a service that allows you to have your water bill paid automatically from your checking or savings account.

### **How much does AutoPay cost?**

There is no charge from the utility to have your water bill paid automatically from a checking or savings account. However, your financial institution may charge a fee, and payments rejected by your financial institution will incur additional fees.

### **Who is eligible for AutoPay?**

AutoPay is open to all residential and business customers billed by San Gabriel Valley Water Company. Your account must be in good standing and not subject to existing payment arrangements.

### **How do I sign up for AutoPay?**

Complete the authorization form. Return the completed and signed form with a voided check if paying from a checking account or a specification sheet including bank routing and account number information provided by the financial institution if paying from a savings account to PO Box 6010, El Monte, CA 91734.

### **How will I know how much is being deducted from my bank account and when will it be deducted?**

You will continue to receive a water bill. The bill will show the amount you owe, state the approximate date your account will be debited, and will remind you not to mail a payment.

### **When will AutoPay become effective?**

It may take one or two billing periods to activate the AutoPay service. Please continue to mail your payments until you receive a bill that says, “Do not mail your payment.”

### **What happens in the event of a rejected payment through AutoPay?**

Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for possible fees it may impose. If payment is rejected, San Gabriel Valley Water Company will apply its authorized service charge on your next water bill. The company reserves the right to terminate your participation in AutoPay at any time.

### **How do I change information on my AutoPay enrollment?**

To change your address, call your local San Gabriel Valley Water Company office. To change your bank account information, submit a new AutoPay Application and Authorization to the Company. Inaccurate information may result in payments being refused by your financial institution. The Company will not be responsible for charges which result from inaccurate information or failure to provide the Company with timely notification of changes.

### **How do I cancel AutoPay?**

You may cancel your participation at any time by calling your local San Gabriel Valley Water Company office. Termination will become effective within 10 business days after the Company receives your notification.

### **Questions?**

If you have any questions about the AutoPay service, please call our Customer Service Department at (626) 448-6183 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Thursday.