

CITY OF CAMARILLO UTILITIES AUTO PAY PROGRAM APPLICATION

Customer service is important to the City of Camarillo. To provide additional convenience to our customers, the City is offering an automatic bank debit service to utility billing customers. If you choose to sign up for this service, you will not have to write a check to pay your utility bill. *You now have the option of an automatic deduction of funds from your checking account to pay your bill.* Again, this is totally voluntary.

What you need to know:

(Please retain this section for your records and future reference)

- **WHAT ARE SOME ADVANTAGES OF AUTO PAY?**
Your bill gets paid automatically, on time, whether you are at home or out of town. You never have to worry about penalties. You never have to write a check.

- **HOW DOES AUTO PAY WORK?** Upon receiving the application, it could take up to 2 billing cycles for the service to start. Once *auto pay* is implemented for your account, you will continue to receive your itemized monthly utility bill. Two (2) days before the delinquent date, your checking account will automatically be debited for all current charges shown on your bill. Of course, you can still call the City of Camarillo if you ever have questions about your bill.

- **WHO IS ELIGIBLE TO BE PART OF AUTO PAY?**
Auto pay is open to all residential and business customers. Your City of Camarillo utility account must have no past due amounts on the account and include a history of no more than one returned check within the last 12-month period.

● **WHAT DOES IT COST?** There is no charge from the City of Camarillo to participate. However, some financial institutions may charge a transaction fee for electronic fund transfers. Please check with your bank regarding any possible fees.

● **MAIL COMPLETED FORM & VOIDED CHECK TO:**
CITY OF CAMARILLO
CUSTOMER SERVICE
PO BOX 37
CAMARILLO CA 93011-0037

● **AFTER I'M ENROLLED, HOW DO I CHANGE INFORMATION ON MY ENROLLMENT?** It is critical that you **immediately notify the City of Camarillo** regarding any changes (bank account information, address, etc.). Inaccurate information may result in payments being refused by your financial institution. The City cannot be responsible for losses, including late penalties applied to your account, which result from inaccurate information or failure to provide timely notification of changes.

● **WHAT HAPPENS IN THE EVENT OF A REJECTED PAYMENT?** Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for any fee it may impose. If your payment is rejected, the City will charge a \$25.00 processing fee. This is the same fee charged for a returned check. The City reserves the right to terminate your participation in the Auto Payment Program if your payment is rejected more than once within a consecutive 12-month period.

● **HOW DO I STOP BEING A PART OF AUTO PAY?**
You may cancel your participation at any time in writing. Termination will be effective no later than ten (10) business days after we receive your notification. The City is available to help you Monday through Friday from 8 am to 5 pm, holidays excepted, by calling customer service at (805) 388-5325.

AUTO PAY PROGRAM APPLICATION AND AGREEMENT

******PLEASE ATTACH A VOIDED CHECK OR CHECK COPY******

Service Address

Service Account Number

Name of your financial institution

Phone no. where you can be reached during the day

Authorization:

I hereby authorize the City of Camarillo and my financial institution designated above to automatically deduct from the above-mentioned account all future payments for my utility bills. I understand that both the City of Camarillo and my financial institution reserve the right to terminate the authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Camarillo.

Print Name

Signature and Date