



WATER/SEWER DIRECT DEBIT AUTHORIZATION

Customers having a water/sewer account with the City of Cloverdale may have their utility bill payment automatically deducted from the checking account each month through the City's Direct Debit program. Here's how it works:

- **The City will mail the water and sewer service bill at the beginning of each month.** When the automatic direct debit is active, "Bank Draft – Do Not Pay" will be printed on the payment coupon of the bill which means you do not need to submit a payment; **the City will automatically debit your account on file on or about the 18th of the month for the entire balance due.**
- **If the statement you receive does not have anything printed in the "payment enclosed" box,** then an error in processing may have occurred. If you contact our office immediately we will work with you to resolve the issue. However, it is your responsibility to send in the amount owed by 5:00pm on the final due of the month to avoid a 10% penalty.
- **If the direct debit is not honored by your bank,** (for example we are notified the account is closed or there are not enough funds in the account), you will be charged a service fee of \$45.00 by the City of Cloverdale. This amount will be added to your water/sewer account. You will not receive any notification from the City when this occurs. It will be your responsibility to make your payment on the account, including the \$45.00 charge, before 5:00pm on final due date of the month to avoid a 10% penalty.
- **If you change bank accounts** you must complete and submit a new Direct Debit Authorization form by the **14th of the month** to ensure we process the payment to the correct bank. Direct Debit account changes will not be processed between the 15th and 18th of the month so it is your responsibility to make certain the account information we have on file is correct and there is enough funds in your account to cover the full amount of the bill.

Please sign, date and attach a voided check to the lower portion of this authorization form. Detach and submit to the utility department at City Hall or mail as shown below:

IN PERSON: City of Cloverdale – Utility Department
124 N. Cloverdale Blvd.
Cloverdale, CA 95425

BY MAIL: City of Cloverdale – Utility Department
PO Box 217
Cloverdale, CA 95425

If you want to submit this authorization via facsimile, please fax the form and your voided check to 707.894.3451. Please be sure to provide a phone number so we can contact you if any portion is illegible. We will not call you to confirm the form was received; however, you may call us at 707.894.1700 if you want to confirm receipt.

KEEP THE TOP PORTION FOR YOUR RECORDS

STAPLE VOIDED CHECK HERE

CUSTOMER TO COMPLETE – PRINT CLEARLY

Name: _____

Service Address: _____

Utility Billing Account Number: _____ Phone: _____

I hereby authorize the City of Cloverdale to charge my checking account for the City's water and sewer invoices on a monthly basis. I understand that if the bank rejects my direct debit transaction due to insufficient funds or a closed account, I will be charged the City's returned check processing fee, currently \$45.00. This authorization shall remain in effect until written notice is received at the above address to cancel it.

Signature: _____ Date: _____

**CITY DATE
STAMP**

Did you know...

- The average penalty assessed due to a late payment is \$9.57, which equals \$114.84 over a year which may equal a monthly water bill
- If your account has a deposit, you will qualify to have it applied to your account as a credit after twelve (12) consecutive on time payments
- If you sign up for our auto debit payment program, you will qualify to have your deposit applied to your account as a credit after six (6) consecutive on time payments (the enrollment form is on the reverse of this page)
- If your account is issued a Third Notice, we are required to collect and hold on your account a total deposit that equals two times the highest billing in the previous twelve (12) months
- A locked payment box is located at the top of the steps going into City Hall and is available 24 hours a day, 7 days a week.
- All payments delivered to us before 5:00pm each business day are posted the same date. Pay at the counter, in a payment lock box at City Hall, or online by credit/debit card.
- If you send your payment using a banking “bill pay” service, the bank prints and mails a check to us from their clearing house. Always allow extra time for that payment to be delivered to us on time.