



Simplify your life....

With Automatic Payment

In response to popular demand from our customers, Irvine Ranch Water District introduces Automatic Payment!

- Sign up on the form inside and automatically have your IRWD bill paid from your checking account each month.
- Save time and money! Write fewer checks and buy fewer stamps!
- Relax when travelling for business or pleasure...your IRWD bill will be paid even when you are away from home.
- There is no charge from Irvine Ranch Water District to participate in the Automatic Payment program.

**Questions about Automatic Payment?
Call IRWD Customer Service at (949) 453-5300.**



Announcing...

Irvine Ranch Water District

Automatic Bill Payment

You asked for it, we listened!



Questions & Answers

How do I sign up for Automatic Payment?

- Simply complete the form below, sign it and return it to Irvine Ranch Water District (IRWD) **with a blank voided check** (deposit slips and photocopies are NOT acceptable).
- **Please pay your current bill in full with a separate check.** Automatic payment won't be effective until your next billing cycle at the earliest. If your account does not have a zero balance, your first automatic payment will be for the entire amount owed.
- IRWD will notify you by mail when Automatic Payment has been activated. Generally, this takes approximately 30 days.

Who is eligible to participate?

The Automatic Payment program is open to all customers of Irvine Ranch Water District whose accounts are in good standing.

Can I have Automatic Payments withdrawn from a savings account?

No. Only checking accounts qualify for Automatic payment.

Will I still receive an IRWD bill in the mail?

Yes.

What if I don't agree with the amount charged on my bill?

If for any reason you dispute your billing, you may contact IRWD prior to the bill's due date to resolve it before payment is withdrawn.

Can I select the date on which the bill is paid?

No. Your IRWD billing cycle will remain the same.

Your bank account will be debited on the due date shown on your bill.

Is there a charge for this service?

There is no charge from Irvine Ranch Water District for this service. However, some financial institutions may charge for automatic payments. Ask your bank about possible fees.

Can I pay multiple IRWD accounts through this program?

Yes. As long as you want each IRWD bill to be paid from the same bank account, you can sign up multiple accounts under the Automatic Payment program.

If you wish to pay multiple IRWD accounts from more than one bank account, simply fill out one application for each bank account.

What if a payment is rejected?

Payments may be rejected by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is rejected for any reason, IRWD reserves the right to charge a \$20 processing fee on your next bill. IRWD also reserves the right to discontinue your participation in the Automatic Payment program if your payment is rejected more than once in a twelve-month period. Your financial institution may also charge fees for rejected payments.

How do I discontinue participation in the program?

Simply call IRWD at (949) 453-5300 and notify us that you would like to terminate Automatic Payment. Termination will become effective within ten business days after receiving your notification.

Sign me up for Irvine Ranch Water District's Automatic Payment Program!

Name (please print name as it appears on water bill)

Service Address

City State Zip

Home phone including area code

IRWD Account Number (on water bill)

Additional IRWD Account Number (Optional--for use by customers with multiple IRWD accounts only.)

I authorize Irvine Ranch Water District (IRWD) and my financial institution to automatically deduct from the checking account listed all future payments for my water/sewer bills. I understand that both IRWD and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify Irvine Ranch Water District.

Signature

Date

Signature is mandatory and must match name on voided check.

Please send a separate check to pay your current bill in full in addition to the blank voided check you send with your Automatic Payment application. We cannot use your payment check to process this application. Remember: deposit slips and photocopies are NOT acceptable.