



# CALIFORNIA WATER SERVICE COMPANY

## Automatic Payment Service (APS) Application Form

APS automatically pays your water bill by deducting the amount owed from your checking (or Bank of America savings) account each month. To sign up for APS, complete the required information below and sign the authorization signature line.

Submit completed authorization form along with a voided check for the account from which you want your payments withdrawn. Any amount presently due should be paid separately, since APS will not be activated until the next billing cycle.

Once APS is activated, the amount owed will be deducted automatically each month from the designated checking or savings account (Bank of America savings) 10 calendar days from the billing date.

To enroll in APS, please print, complete, and mail this page to:  
California Water Service Company  
Attn: Remittance  
P.O. Box 940001  
San Jose, CA 95194-0001

10-Digit Cal Water Account Number: \_\_\_\_\_

Name on Water Bill: \_\_\_\_\_

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

Daytime Phone # \_\_\_\_\_ E-mail \_\_\_\_\_

Date of Birth ( \_\_ \_\_ / \_\_ \_\_ / \_\_ \_\_ \_\_ \_\_ )

I hereby authorize California Water Service Company, hereinafter called Cal Water, to initiate debit entries to my personal checking (or Bank of America savings) account. The debit will be processed in the full amount of the Cal Water bill 10 calendar days from the bill date.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ATTACH VOIDED, BLANK CHECK TO APPLICATION.**

# California Water Service Company

## Automatic Payment Service (APS) FAQ

### **What is APS or Auto-Pay?**

APS (also known as Auto-Pay) is a fast and reliable way to pay your water bill. When you use APS, you authorize Cal Water to collect payment for your water bill directly from your checking account. (Savings account deductions are only available through Bank of America.)

### **What are the benefits of Cal Water's APS Payment?**

You save time because there are no checks to write. You save money by avoiding the cost of mailing. You can be assured your water bill will be paid in full and on time even if you are away from home. With APS, you still receive a paper bill that shows the withdrawal date and amount. To stop receiving paper bills (and save a tree), please enroll in eBilling.

### **Can I set up Auto-Pay to be deducted from a credit card?**

APS payments can only be deducted from your bank checking or Bank of America savings account. However, if you enroll in Cal Water's Electronic Bill Presentment and Payment program, you may elect a VISA credit or debit card recurring payment option.

### **How much will APS cost me?**

Automatic payment is a service provided by Cal Water at no charge to our customers.

### **How will I know the amount of the payment and when will I be debited?**

When you receive your water bill in the mail, you will see a message on your bill stating that you're on automatic payment, the dollar amount, and when the payment will be applied. Example: *Automatic payment of \$79.95 will be applied on 4/5/2010.* Debiting of your checking or savings account will be 10 calendar days from the billing date for the full amount of your water bill.

### **What if I think my bill is incorrect?**

For questions concerning the accuracy of water bills, contact your local Cal Water Customer Center as soon as you receive your water bill. Every effort will be made to make any necessary corrections before the due date.

### **How do I enroll?**

To enroll, please complete the application form found on the previous page. The form is also available for printing from the Cal Water web site at [www.calwater.com](http://www.calwater.com) or by contacting your local Customer Center. Complete the form, **attach a voided check**, and return it to your local Cal Water Customer Center or mail it to the address shown on the form.

### **How do I discontinue APS service with Cal Water?**

You can discontinue your APS arrangement at any time by writing or calling your local Cal Water Customer Center. For telephone cancellations, please have your Cal Water bill available for verification.

# California Water Service Company

## Automatic Payment Service Policies

1. All applications for automatic payment **must** be made on a Cal Water Automatic Payment Service Application Form.
2. A separate form must be submitted for **each** account.
3. All applications must include a **voided, blank check** to insure the accuracy of customer's checking account routing and account numbers.
4. Customers will be charged \$10 for automatic payments rejected by the banking institution of the customer's account.
5. The customer is responsible for notifying Cal Water of changes in bank account information. When bank account information changes, the customer is also responsible for completing a new application form and submitting a new **voided, blank check**.
6. Cal Water reserves the right to deny any application or cancel current automatic payment arrangements with any customer without penalty.