



Automatic Payment Service (APS) Application Form

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

Submit the completed authorization form and (for checking accounts) a voided check for the account from which you want your payments withdrawn.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 account 10 calendar days from the billing date.

To enroll in APS, please print, complete, and mail this page to:

California Water Service
P.O. Box 4500
Whittier, CA 90607-4500

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, hereinafter called Cal Water, to initiate debt entries to my personal checking or 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: ____/____/____

IF ENROLLING A SAVINGS ACCOUNT

Bank routing number: _____

Savings account number: _____

IF ENROLLING A CHECKING ACCOUNT: ATTACH A VOIDED, BLANK CHECK TO APPLICATION



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 or savings account.

What are the benefits of APS?

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 reduce clutter), please enroll in eBilling.

Can I set up APS to be deducted from a credit card?

APS payments can only be deducted from your checking or savings account. However, if you enroll in Cal Water's Electronic Bill Presentment and Payment program, you may elect to have payments made with a Visa (debit or credit), MasterCard (debit or credit), or Discover card.

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 4/5/2021.* 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 bill, 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 bill's due date.

How do I enroll?

To enroll, 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/customercenter/payment-options or by contacting your local Customer Center. After you complete the form, **attach a voided check if applicable**, 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.



Automatic Payment Service (APS) Policies

1. To enroll in APS, customers must submit either a Cal Water Automatic Payment Service Application Form or a signed bill payment coupon.
2. A separate form or bill payment coupon must be submitted for **each** account.
3. Enrollment of a checking account requires a **voided, blank check** to ensure 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 or updated routing and account numbers** as applicable.
6. Cal Water reserves the right to deny any application or cancel current automatic payment arrangements with any customer without penalty.