



# AUTO PAY

## FOR YOUR WATER BILL

Service, Quality, Community

### What is Auto Pay?

Auto Pay is a service that allows you to pay your water bill with an automatic withdrawal from your checking or savings account.

### How much does Auto Pay cost?

There is no charge from the City of Big Bear Lake, Department of Water (DWP) to have your water bill paid automatically from your checking or savings account. Please check with your bank regarding its fee policy for ACH transactions. Payments rejected by your bank will incur a DWP fee.

### How will I know how much is being deducted from my bank account?

You will continue to receive your bill showing the amount due along with the due date. Your bank account will be debited on the due date.

### What if I have a question about my water bill?

If you have any questions regarding your bill, please contact the DWP for assistance:

**Phone: (909) 866-5050**

**Email: [DWPCustomerService@bbldwp.com](mailto:DWPCustomerService@bbldwp.com)**

**Website: [www.bbldwp.com](http://www.bbldwp.com)**

### How do I sign up for Auto Pay?

**YOU MUST HAVE A ZERO BALANCE ON YOUR ACCOUNT.** Fill out and sign this application and return it **with a copy of voided check** to:

**City of Big Bear Lake**

**Department of Water**

**P. O. Box 1929**

**Big Bear Lake, CA 92315-1929**

**Fax: (909) 866-3184**

**This institution is an equal opportunity provider and employer.**

**How will I know when Auto Pay becomes effective?**

You will see "AUTO PAY" imprinted on your water bill. **We cannot enroll you unless you have a zero balance.**

## AUTO PAY APPLICATION & AGREEMENT

Customer Name (same as on your water bill)

Service Address

Daytime Phone Number(s)

DWP Account Number (9 digits)

Bank or Financial Institution

I authorize the DWP to charge the account identified, by providing a voided check for payment of my water bill. I understand that:

- This authorization will remain in effect until the DWP receives written notification of termination.
- The DWP will charge a fee if a payment request is returned.
- The DWP may discontinue my participation in this service at its discretion.

**X**

Customer Signature (Required)

Date

### DWP USE ONLY

Date Pre-noted \_\_\_\_\_

Cycle \_\_\_\_\_ By \_\_\_\_\_