



## **IN CASE YOU WERE WONDERING:**

### **HERE ARE THE ANSWERS TO THE MOST COMMONLY ASKED QUESTIONS ABOUT SURE PAY.**

#### **WHAT IS SURE PAY**

Sure Pay is a program that allows you to pay your monthly City of Phoenix water bill with an automatic deduction from your checking or savings account.

#### **WHO CAN JOIN THE SURE PAY PROGRAM?**

All customers with a valid checking or savings account may take advantage of this program.

#### **HOW DO I JOIN SURE PAY?**

Complete the enclosed bank authorization form. You can fax it to us at (602) 534-4256 attention Sure Pay, or return it by mail to:

City of Phoenix, Water Customer Services  
Attention: Sure Pay  
305 West Washington Street, Suite 200  
Phoenix, Arizona 85003-2102

Be sure to include your bank's routing number on the Sure Pay authorization form (see explanation on reverse). Also, include a deposit slip or a voided check for account where we will deduct the funds. **Please continue to make payments until you receive notice on the water bill that we will make an automatic payment. The notice will appear on the bottom portion of your water bill within one to two months.**

## **WHAT IS A ROUTING NUMBER?**

A routing number is a unique identifying number assigned to a bank or other financial institution by the American Bankers Association, used to route check and transactions. It is usually the first nine digits found at the lower left-hand corner of your personal check. If you can't find the routing number for your account, or need assistance, your bank can help you.

## **WILL I STILL RECEIVE A BILL FROM CITY OF PHOENIX WATER SERVICES DEPARTMENT?**

Yes, you will continue to receive a bill showing the total amount due. There will be a message on the bottom portion of the bill if an automatic payment will be made.

## **WHEN WILL THE FUNDS BE WITHDRAWN FROM MY BANK ACCOUNT?**

In most cases the funds will be withdrawn on or after the due date on the bill; however, in some rare cases it is possible that the funds could be withdrawn up to one week before the due date on the bill. We can not give a specific date.

## **CAN I REQUEST THE FUND TO BE WITHDRAWN ON A CERTAIN DATE?**

No. If you must have funds withdrawn on a certain date, you will not be able to participate in the Sure Pay program.

## **CAN I STILL DONATE \$1.00 A MONTH TO PROJECT ASSIST?**

At this time, we can not increase your payment amount to make the donation to ASSIST if you are on the Sure Pay program. If you wish to make a donation on your own, you can send it to:

City of Phoenix  
Human Services Department  
200 West Washington Street, 17<sup>th</sup> Floor  
Phoenix, Arizona 85003-1611  
Attention: Project Assist

## **WHAT IF I HAVE A QUESTION ABOUT MY WATER BILL?**

You have ten days from the billing date to question your bill. Please call our Customer Services Division at (602) 262-6251 with your concerns.

## **WHAT IF I DON'T KNOW MY WATER ACCOUNT NUMBER?**

If you don't know your water account number, please speak to a representative of our Customer Services Division at (602) 262-6251. (Outside local calling area – Toll Free (888) 859-5053.

For the convenience of our hearing impaired customers, our T.D.D. number is (602) 534-1113

