



IN CASE YOU WERE WONDERING:

Here are the answers to the most commonly asked questions about Auto Pay.

WHAT IS AUTO PAY?

The Auto Pay program allows you to pay your monthly City of Phoenix water bill through an automatic deduction from a checking or savings bank account.

WHO CAN JOIN THE AUTO PAY PROGRAM?

All City of Phoenix water customers with a current water bill and valid checking or savings account may take advantage of this program.

HOW TO JOIN AUTO PAY?

Complete the enclosed bank authorization form. Fax it to (602) 534-4256 attention Auto Pay, or mail it to:

City of Phoenix, Water Customer Services

Attention: Auto Pay

305 West Washington Street, Suite 200

Phoenix, Arizona 85003-2102

Be sure to fill out all requested information on the authorization form (see explanation on reverse). Also, needed is a voided deposit slip or check for account where the funds are going to be deducted.

WHAT IS A ROUTING NUMBER?

A routing number is a unique identifying number of the financial institution by the American Bankers Association. Usually the first nine digits found at the lower left-hand corner of personal check.

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

Yes, you will continue to receive a monthly 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WHEN WILL THE FUNDS BE WITHDRAWN FROM MY BANK ACCOUNT?

In most cases the funds will be withdrawn on the due date on the bill; however, in some cases it is possible that the funds could be withdrawn up to one week before the due date on the bill.

CAN I REQUEST THE FUND TO BE WITHDRAWN ON A CERTAIN DATE?

No. If you must have funds withdrawn on a certain date, you will not be able to participate in the Auto Pay program.

CAN I DONATE TO PROJECT ASSIST?

You may arrange to donate the same amount each month to Project Assist if you are on the Auto Pay program. If you would like to make a standard monthly contribution, please fill in the information on the Auto Pay Authorization Form.

You may also pay a one time donation by sending it to:

City of Phoenix
Human Services Department
200 West Washington Street, 17th 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.

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



**BANK AUTHORIZATION FOR PAYMENT
OF MUNICIPAL UTILITY SERVICES**

I authorize the City of Phoenix to pay and electronically charge my bank account number, as shown below, all charges for municipal utility services rendered against my water account number by the City of Phoenix Water Services Department.

CUSTOMER INFORMATION (Please Fill In)	Name _____ Water Account Number _____ Service Address _____ Mailing Address _____ City _____ State _____ Zip Code _____ Daytime Phone _____ Home Phone _____
BANK ACCOUNT INFORMATION (Please Fill In)	<div style="background-color: #cccccc; text-align: center; padding: 2px;">A DEPOSIT SLIP OR VOIDED CHECK MUST BE ENCLOSED TO PROCESS YOUR APPLICATION</div> Type of Account: (Please Check One) <input type="checkbox"/> Checking Account <input type="checkbox"/> Savings Account Routing # _____ Account # _____ Name on Bank Account _____ <hr/> Name of Bank Address City, State Zip Code
PROJECT ASSIST INFORMATION (Optional)	You may arrange to donate the same amount each month to Project Assist if you are on the Auto Pay program. Donate Monthly <input type="checkbox"/> Amount \$ _____

→ Signature _____ Date _____

Send Form: City of Phoenix, Water Customer Service
Attention: Auto Pay
305 W Washington St, Suite 200
Phoenix, Arizona 85003-2102