



# AUTO PAY REQUEST

- New Request
- Change Existing Information

Name on HDWD Acct. \_\_\_\_\_ Acct. No. \_\_\_\_\_

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

City, State, Zip \_\_\_\_\_

Daytime Phone (including area code) \_\_\_\_\_

I hereby authorize the Hi-Desert Water District and its bank to charge my account of my monthly HDWD bill on the due date. The financial institution may continue to charge my account until Hi-Desert Water District receives my/our written notice of cancellation.

I understand the financial institution reserves the right to terminate this automatic payment option upon written notice. The signatures of all account owners are required on this authorization.

My monthly payment should be deducted from my:

- Checking
- Savings

Acct. No. \_\_\_\_\_

Routing number \_\_\_\_\_

Signature \_\_\_\_\_ Joint signature \_\_\_\_\_

Date \_\_\_\_\_

Signature(s) must match the name(s) on the voided check.

Here



# HI-DESERT WATER DISTRICT

SERVING YOU TODAY...  
PLANNING FOR TOMORROW



OUR MISSION STATEMENT —  
TO PROVIDE A DEPENDABLE WATER SUPPLY AND WASTEWATER TREATMENT FOR THE CUSTOMERS OF HI-DESERT WATER DISTRICT IN A SAFE, EFFICIENT, AND FINANCIALLY RESPONSIBLE MANNER.

# It's Easy to Save Time with ...

# AUTO PAY MORE INFO INSIDE...

Please enclose an original voided check.

Continue to pay your monthly bill until it reflects Auto Pay is in effect.

HI-DESERT WATER DISTRICT

55439 29 Palms Highway

Yucca Valley, CA 92284

(760) 365-8333 • Fax 365-8673

www.hdwd.com



Best Tasting Water – Municipal Division

Office use only: Cycle \_\_\_\_\_ Date \_\_\_\_\_



Visit us online at [www.hdwd.com](http://www.hdwd.com)

***What is Auto Pay?***

Auto Pay is a new service that gives you the convenience of paying your monthly HDWD bill directly from your checking or savings account without writing a check or mailing an envelope.

***How do I sign up?***

Simply complete the attached Auto Pay Request, detach along the dotted line, retaining this portion for you records, and return to HDWD, along with a voided check for payment from your checking account. Please make sure your payment is enclosed, if you return your Request with your bill.

***When will Auto Pay Start?***

Auto Pay normally will take effect within two billing cycles of the date your Request is received. Please continue to pay your bill until it indicates Auto Pay has taken effect.

The Auto Pay deduction from your account will be made on the due date shown on your bill.

***Can I select the date payment is made?***

No. Auto Pay will automatically deduct your payment on the due date.

***Will I still receive a bill?***

You will receive your monthly bill indicating the amount that will be deducted from your account.

***What if I don't agree with the bill amount?***

Please contact HDWD immediately to correct any problems prior to the due date.

***What if I have more than one account?***

You must submit a request for each account you wish to enroll in Auto Pay. If all payments are to be drawn from one account, only attach one voided check. If you use different accounts, a separate voided check must accompany the appropriate request forms.

***What will happen if there are insufficient funds in my account?***

On the first occurrence, the normal returned check charge will be added to your account and must be paid in full. On the second occurrence, you will be dropped from the Auto Pay program.

***What happens if I change banks?***

Notify HDWD immediately by completing a new Auto Pay Request for each account with the new banking information. During the transfer process, you will need to ensure that payment is made on your account until the transfer takes place.

***How can I stop Auto Pay?***

Just give us a call and tell us. Auto Pay will end within 10 days of your request. If you have any other questions about the program, please contact the District at (760) 365-8333 or [info@hdwd.com](mailto:info@hdwd.com).



IS AN EQUAL OPPORTUNITY PROVIDER

SERVING YOU TODAY...  
PLANNING FOR TOMORROW

AUTO PAY FACTS