



Auto Pay Program

The Indio Water Authority's Auto Pay Program makes it easier than ever to pay your water utility bill! Simply send this completed form to us with your voided check and we'll make automatic withdrawals from your bank account—it's that simple!

Mail your voided check and this completed form to:

INDIO WATER AUTHORITY
ATTN: AUTO PAY PROGRAM
83-101 Avenue 45 Indio CA
92201

For more information, please call (760) 391-4038.

IWA Account Number (Enter as shown on bill including dash)

Name (Please print full name as it appears on your bill)

Service Address

Daytime Phone number (Required)

Name of Financial Institution

Checking Account Number

I authorize the Indio Water Authority to instruct my bank/savings & loan credit union to deduct my payment from the checking account listed on the enclosed voided check. I require no additional notices prior to action being taken on this authorization. As a customer of record, I am fully responsible to review all monthly bills. If I have any questions about or wish to dispute a bill, I agree to contact customer service at (760) 391-4038 at least seven (7) business days before my due date. This will suspend the automatic payment feature for that month.

Your Signature (Required) _____ Date _____

Frequently Asked Questions

How do I enroll?

Complete the application form and include a voided check (copies not accepted) from the checking account you would like your water bill deducted from.

What are the requirements?

- One application per water account.
- One voided check per application.
- Name on bank account AND Voided check must match name on water account.
- Customer of record must sign application.
- Business Accounts Only - a letter of authorization by business company letterhead is required with application.

Will I still receive a statement from IWA?

Yes. When you sign up for Auto Pay Program you will continue to receive a monthly bill. Your payment will be deducted from your checking account specified on the printed due date.

How will I know when the Auto Pay Program is activated?

Auto Pay Program service may take up to 2 billing cycles to take effect. When service is activated, your bill will indicate "AUTO DRAFT".

Is there a charge for this service?

No. However if your payment is rejected, IWA will charge a \$25 return draft fee. The IWA reserves the right to terminate your participation in Auto Pay Program if your payment is rejected more than once within 12 consecutive months.

How do I cancel Auto Pay Program?

You may request to cancel your Auto Pay Program in writing. Include your water account number. You can mail or fax the request to (760) 391-6440. Please allow 5 business days to terminate. Note: If a billing statement has been sent, your pending payment will NOT be cancelled.

Questions?

Please have your account number ready and call Indio Water Authority Customer Service at (760) 391-4038.

Office Use Only			
	Date	CSR	C-R/BC
Entered			
Closed			