

ILRW Direct Payment Program

Enhancing the Utility of Your Utility Bill

With Iowa Lakes Regional Water's free Direct Payment Program, members can simplify monthly bill paying and save time and money by having their water bill automatically withdrawn from their financial institution.

- No check to write
- No postage to pay
- No more monthly trips to pay bill in person
- Away from home, bill will be paid

Direct Payment Program

To sign up for the Direct Payment Program, an application must be completed and returned with a voided check or deposit slip on the account to be used for payment to Iowa Lakes Regional Water. The voided check or deposit slip will provide Iowa Lakes Regional Water the information needed to set up a direct payment account.

Members associated with the automated billing system will continue to receive a monthly statement, but it will reflect a Direct Payment authorization. All members will have ample time to review the statement and usage, plan for the automatic payment, or contact ILRW if there is a question about the bill. On the specified date of each month, the payment will be deducted from the account. If the due date falls on a weekend or holiday, the account will be debited on the next business day.

Terms of Agreement

Availability of Funds

Members are responsible for having enough money in the indicated account on the payment due date. If the transaction cannot be processed for any reason, a past due notice will then be mailed and the payment must be made at the District office. Members are responsible for all fees charged, should payment be returned for any non-payment reason. These fees may include late charges and non-payment fees. The Direct Payment service may be cancelled if two payments are returned in a six month period for non-payment.

Record of Payment

The amount and date of your automatic payment will be shown on the regular bank statement, which is the proof of payment. If the amount differs from the bill, the member must notify Iowa Lakes Regional Water and the financial institution within 24 hours of the date on which the error first reflected.

Stop Payments

A member must always advise Iowa Lakes Regional Water first of any request to stop payment. A member may stop payment by notifying their financial institution at least three business days prior to the payment due date. However, as when stop payment on a check is requested, the member is responsible for any charges this may involve.

Account Change

To ensure timely payment, the member must notify Iowa Lakes Regional Water of any account changes and submit a new application when an account change occurs.

Customer Termination

This authorization will remain in effect until Iowa Lakes Regional Water receives written notice from a member ten (10) days prior to the cancellation date or until service has been terminated and the final bill is paid in full. Members may send Iowa Lakes Regional Water a letter requesting cancellation of the Direct Payment service or visit the District office to sign a cancellation form.

Program Termination

This program will remain in effect until Iowa Lakes Regional Water sends written notice to a member thirty (30) days prior to the termination date.

IOWA LAKES REGIONAL WATER
Authorization Agreement for Automated Payments

CUSTOMER INFORMATION

Name _____

Address _____

City, State, Zip _____

Telephone Number _____

CRW Account Number _____

FINANCIAL INFORMATION

Name of Financial Institution _____

Address of Financial Institution _____

Type of Account Savings Checking

Account Number _____

Bank Transit Number _____

I authorize Iowa Lakes Regional Water, under the terms of the Direct Payment Program agreement, to collect payment of my bill from the above financial institution until such time as I cancel this agreement and/or the bank account is discontinued.

I understand adequate account balances must be maintained by me for debit on the specified date of each month that is printed on your utility statement. If not, a late fee will be charged to my account and the resulting non-payment could lead to additional non-payment and/or disconnection of service.

Customer Signature X _____

For verification purposes, either a voided check or deposit slip must accompany this agreement.

*Some financial institutions do not accept electronic withdrawals.
Each request will be verified with the institution.*

Please return this form to ILRW