Automatic bill payments

Automatic bill payments can help save you time and money. You can have your water and sewer bill automatically deducted from your checking or savings account and avoid the time and expense of writing checks and paying postage.

You must be up-to-date on your payments and have a zero balance on your account to enroll in automatic bill payment options.

Both Direct Pay and Monthly Manager allow you to pay your bill directly from your savings **or** checking account.

Auto Pay Selection and Authorization

To enroll in an automatic payment plan, please choose either the Monthly Manager or Direct Pay. Then choose the bank account from which you would like the payments withdrawn. Fill out the form to the right, and return it to:

SPRWS Customer Service
1900 Rice Street
Saint Paul, MN 55113

By signing the form, I am authorizing Saint Paul Regional Water Services to instruct my financial institution to make payments to SPRWS from the account listed. I understand that I can control my payments and if, at any time, I decide to discontinue this payment service, I will notify Saint Paul Regional Water Services in writing.

Step One

Please select one of the following options for automatic bill payments.

☐ **Monthly Manager**
proceed to step two

☐ **Direct Pay**
proceed to step three

Step Two

If you've selected monthly manager, please choose a day to have your account debited every month. If left blank the first of every month will be selected.

Please deduct my monthly manager payment every _____ (day number) of the month.

Must select between 1-28 for choice of day

Step Three

Please provide us with your SPRWS account information

Name (please print)

SPRWS Account Number

SPRWS Customer Number

Street Address (where water service is provided)

City, State and Zip Code

Phone Number

Continue on to step four

Step Four

Choose which of your accounts you want your bill to be paid from.

☐ **Checking**

☐ **Savings**

Step Five

Please provide us with your financial institution information

Account Holder Name (please print)

Name of Financial Institution

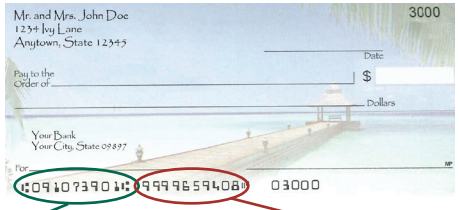
Financial Institution Routing Number
(First nine digits along the bottom of the check)

Checking or Savings Account Number

X

Signature Date

Find your routing and account numbers



Bank routing number account number

Direct Pay

Direct pay is available to our customers who receive either monthly or quarterly bills.

You will still get a bill with the amount due , which will be deducted from your account within 11 days after your stated due date.

You will always have at least 10 days from the time your bill is mailed until the amount is deducted.

Monthly Manager

Monthly manager allows you to spread your payments out evenly over the course of the year, in equal payments based upon your previous year's water usage.

It is only available to customers who would otherwise get their bills once a quarter. The same amount will be deducted from your account each month after the day you select. (*Selected dates should be the 1 - 28 of the month, as not all months have the same number of days. Your account will be debited the amount due within 11 days after your due date.*)

You will receive a regular quarterly statement reflecting your water usage and charges.

Once a year, we will recalculate your monthly payment based on actual water use.

If you have overpaid or have a balance due, the credit or balance due will be incorporated into the recalculated rate of payment over the next 12 months.

Automatic Bill Payment FAQs

How do I enroll?

You must be up-to-date on your payments and have a zero balance on your account to enroll.

Complete the authorization form on this brochure, sign it, and return it with your bill or mail it to:

Saint Paul Regional Water Services
Customer Service
1900 Rice Street
Saint Paul, MN 55113

How are my bills paid?

The amount due will be deducted from your account after the date shown on your bill (*Direct Pay)* or after day of the month you selected (*Monthly Manager)*.

How can I verify payment?

Each automatic bill payment will be itemized on your financial institution statement and on your billing statement from us.

Are there charges for this service?

No. There is no charge and you enjoy the additional postage savings.

What if I change financial institutions?

Fill out a new authorization form, sign it, and mail it to us.

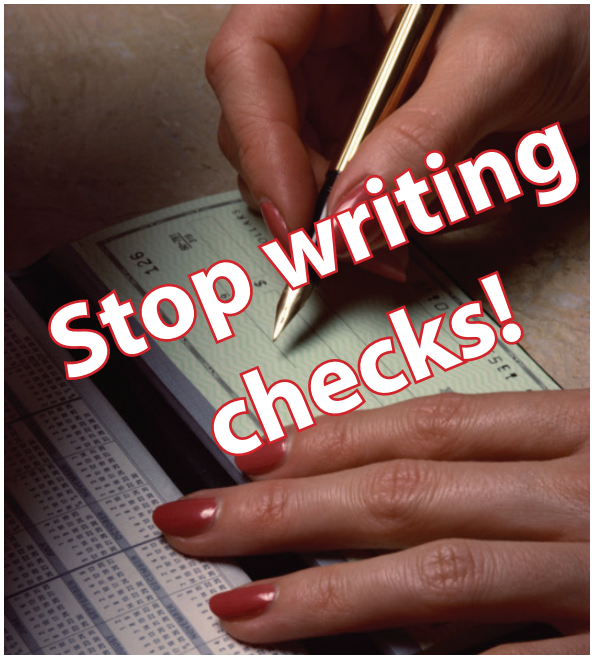
Can I stop automatic payments?

Yes. You can stop automatic bill payments anytime you wish. Simply let us know in writing.

What if I have questions?

Call customer service at 651-266-6350.
We will be glad to help you.

2015



Sign up for automatic bill payments

Automatic bill payments can help save you time and money.
You can have your water and sewer bill automatically deducted from your checking or savings account and avoid the hassle of paying postage and writing checks.

1900 Rice Street
Saint Paul, MN 55113
www.stpaul.gov/water
651-266-6350

SAINT PAUL REGIONAL WATER SERVICES