

CITY OF FULLERTON FAQ's about the AutoPay Program

Paying your water bill can be a lot easier thanks to "AutoPay", a program offered by the City of Fullerton Water Utility. The following questions and answers provide information about the program:

- Q. Will I still receive a bill?
A. Yes, you will continue to receive your water bill. Once the AutoPay is active the area for "Amount Enclosed" will state "Auto Pay - Don Not Pay".
- Q. When will my payment be deducted from my bank account?
A. Your payment will be deducted on the due date stated on your water bill.
- Q. What if a payment is rejected?
A. If a payment is rejected by your bank, the City will charge the rejected amount to your water account along with a returned item processing fee. The City will also discontinue your participation in AutoPay.
- Q. Is there a charge for "AutoPay?"
A. No, the City does not charge for AutoPay; however, you should check with your bank to see if they charge a fee.
- Q. What if I change my bank information?
A. You must notify the City of the change(s) at least **20 days before** the AutoPay debit date on your bill. If notification is not received with sufficient notice, your payment may be rejected and, as a result, a return item fee will be charged to your water account. To start or continue AutoPay for a new banking account, you will need to send in a new Autopay application and a voided check for your new bank account. You can obtain an Autopay application from the City's Website at www.ci.fullerton.ca.us.
- Q. What if I disagree with the amount charged?
A. Call the Fullerton Water Utility at 714-738-6890 during business hours to discuss your bill. For our customer service hours, please visit our website at www.ci.fullerton.ca.us and go to the Water Bill Payment option under Shortcuts.
- Q. How do I enroll or continue my annual Paramedic Subscription if I sign up for AutoPay?
A. If you would like to enroll or continue to subscribe to the paramedic program, the AutoPay enrollment form provides a section for you to subscribe. Your account will be automatically debited once annually during the enrollment period.
- Q. How do I enroll or continue my donations to the City's community programs if I sign up for AutoPay?
A. We encourage you to enroll or continue donating to your favorite community event(s). There is a section on the enrollment form with the list of events, donation months and denominations. Please complete the Donation Program Section if you wish to enroll or continue your donation(s). Your account will be debited once annually for each event designated. Your donation is tax deductible to the maximum extent permitted by the Internal Revenue Code.
- Q. How do I stop my participation in AutoPay?
A. Notify the Fullerton Water Utility in writing at least 20 days before the AutoPay debit date on your bill. Notifications received after that 20-day period become effective on the next regular billing cycle.

If you have additional questions about the "AutoPay" Program, please contact:
City of Fullerton Water Utility Services - 714-738-6890.