

# AUTOMATIC BILL PAYMENT

## NOW YOU CAN PAY YOUR WATER BILL AUTOMATICALLY!

The Department of Water Supply (DWS) invites you to select an easy way to pay your water bill with our new Automatic Bill Payment (ABP) service.

Your financial institution can pay your water bill by automatically deducting the amount due from your financial account and transferring it to the DWS. Save time writing checks and on stamps.

Just complete and return the attached authorization form with a **check marked "VOID"**, and leave your water bill payments to ABP.

## FREQUENTLY ASKED QUESTIONS:

### What happens when I sign up for ABP?

You authorize the DWS to automatically have your financial institution deduct the amount due for your water bill from your financial account. This amount is then transferred to the DWS and applied to your water account.

### When will the financial institution deduct the amount from my account?

Deductions will be made from your account on the due date indicated on your bill. This should give you enough time to review your bill and call our office if you have any questions.

### How much does the ABP service cost?

Although the DWS is assessed a fee for providing this service, we are offering ABP free to our customers.

### How can I cancel my ABP service?

You may cancel your ABP by notifying us in writing at least ten (10) days prior to your next due date to ensure that the changes are made.

### How do I make bank information changes to my ABP service?

You can change your bank information by filing a new "Authorization Form" with the DWS. You must submit

## FREQUENTLY ASKED QUESTIONS:

(continued)

the new form at least ten (10) days prior to your next due date to ensure that the changes are made.

### What happens if there are insufficient funds in my account?

You will be assessed a **\$20.00** return item fee and late payment penalty. In addition, the amount previously due on your bill remains outstanding.

If two (2) payments are returned (for any reason) during any 12-month period, your ABP will be terminated and you will not be eligible to sign up again for one year.

### Will I still receive a water bill?

Yes. You will still receive a bill from the DWS with all the details on charges and payments to your account.

### How do I sign up?

Complete the attached form and return it to us with a **original check marked "VOID"**. These documents provide the information regarding your water account and financial institution. It also serves as authorization for the DWS to Initiate ABP processing. If you only have a **"Debit Card"** please submit a **letter from your financial institution** to DWS stating your checking account number, routing number, name of bank account holder and bank name. Photo copies of checks are not accepted unless the copies are made by DWS personnel at a DWS office. Only pre-printed checks with the financial institution name, account holder name, bank routing number and account number are acceptable. Do not submit Deposit Slips in place of void checks as they are not acceptable.

### How will I know my ABP has begun?

We will print the following confirmation notice on your water bill, "AUTO BILL PMT DO NOT PAY".

### Can I use either my checking or savings account?

No. Due to software limitations, only checking or share draft accounts may be used.

# AUTHORIZATION FORM

Please detach and return to:

**Department of Water Supply**  
345 Kekuanaoa Street, Suite 20  
Hilo, Hawaii 96720  
(808) 961-8060

NEW  CHANGE

\_\_\_\_\_  
DWS Account Number  
(as shown on your water bill)

\_\_\_\_\_  
DWS Account Name (Please Print)  
(as shown on your water bill)

\_\_\_\_\_  
DWS Service Address (Please Print)  
(as shown on your water bill)

\_\_\_\_\_  
Financial Institution (Please Print)

\_\_\_\_\_  
Financial Institution Account Number  
(Checking or Share Draft Accounts Only)

\_\_\_\_\_  
Financial Institution Account Holder (Please Print)

**IMPORTANT NOTE:** To ensure accurate account information, please attach a **check marked "VOID"** that shows your complete financial institution account and routing numbers.

Work Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

\_\_\_\_\_  
Water Account Holder Signature Date

\_\_\_\_\_  
Bank Account Holder Signature Date  
(if other than Water Account Holder)

## Automatic Bill Payment Authorization

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I authorize the Department of Water Supply, County of Hawaii to begin deductions from my account with the financial institution named for payment of my water bill.

This authorization will remain in effect until revoked by me in writing. I understand that I have the right to cancel automatic bill payment upon timely written notice to the Department of Water Supply.

I agree to pay a fee for any returned items in my account.

I understand that the Department of Water Supply reserves the right to terminate my participation in this ABP plan.

## Agreement

*Keep this section for your file.*

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I authorize the Department of Water Supply, County of Hawaii to begin deductions from my account with the financial institution named for payment of my water bill.

This authorization will remain in effect until revoked by me in writing. I understand that I have the right to cancel automatic bill payment upon timely written notice to the Department of Water Supply.

I agree to pay a fee for any returned items in my account.

I understand that the Department of Water Supply reserves the right to terminate my participation in this ABP plan.

# AUTOMATIC BILL PAYMENT

It's Easy and It's FREE



## Department of Water Supply

County of Hawaii

345 Kekuanaoa Street, Suite #20  
Hilo, Hawaii 96720