





How does Automatic Payment Service work?

Each billing period you will still receive your utility bill, just as you do now. The difference is, with the *Automatic Payment Service*, your bill is paid automatically from your checking account on the due date stated on the bill. You simply deduct the amount from your check register, and you're done. It's that easy!

What if I have questions about my bill?

If you have questions regarding your bill, call us *a minimum of five business days prior to the due date*. Doing so allows us to adjust the amount being debited from your bank account, if necessary. If you contact us *less than 5 business days* prior to the due date and a correction is necessary, we cannot guarantee that the corrected amount will be debited. Therefore, you should review your bill for accuracy immediately upon receipt.

To sign up for Automatic Payment Service...

-  Complete the application form and enclose it with your next bill payment along with...
-  A blank check marked "VOID", and ...
-  If you have a balance, a separate check payment for your current amount due and...
-  The remittance portion of your bill.

Please do not send a deposit slip.

Allow two to three billing cycles for your *Automatic Payment Service* to be activated.

Once you have signed up, and the *Automatic Payment Service* is in effect, your utility billing statement will show a message stating that your bill will be automatically paid on the due date. **Until that time, please continue to pay any bills you receive by your usual payment method.**

For more information, call
Utility Billing Services at
(760) 602-2420 - (760) 602-8556 (Fax)
Monday - Thursday 7:30 a.m. to 5:30 p.m.,
or Friday 8:00 a.m. to 5:00 p.m.

AUTOMATIC PAYMENT SERVICE APPLICATION

THE CITY OF CARLSBAD FINANCE
DEPARTMENT • UTILITY BILLING
SERVICES

Please sign me up for the City of Carlsbad's Automatic Payment Service for utility billing. I have enclosed (1) the completed and **signed** application and (2) attached a **voided check**.

I understand Automatic Payment may not go into affect immediately and I will continue to pay my bill until my utility bill shows a message that the deduction has started.

I also understand that I must provide 30-day advanced, written notification to terminate this Automatic Payment Service.

Name (please print):

Service Address

Telephone: Day / Evening

Utility Account Number

Signature (required):

Date



Many of our customers have asked for a more convenient and less time-consuming way to pay their City utility bill. In response to these requests, the City of Carlsbad has initiated an *Automatic Payment Service*.

Now you too can alleviate the hassle of:

Late fees, past due notices or writing and mailing a check each month.

Automatic Payment Service is free of charge and easy to start!

YOU CAN ALSO PAY YOUR BILL ON-LINE

Just log on to the following website

<https://waterbill.carlsbadca.gov>

On-line payments can be made with a Visa or Master Card with no additional fees.

PREPARED BY:

CITY OF CARLSBAD
FINANCE DEPARTMENT
1635 FARADAY AVENUE
CARLSBAD CA 92008-7314
(760) 602-2420
(760) 602-8556 Fax
www.carlsbadca.gov

Let the City and your bank do the work for you!

CITY OF CARLSBAD

Automatic Payment Service



Looking for an easier way to pay your water bill?