

Questions?

Please call our office

Monday through Friday 8:00 a.m.—4:30 p.m.

We are closed weekends and major holidays

626-793-6189 • Fax 626-793-0503

ACH Payments



We accept authorization from customers to have the bill amount automatically deducted from their account

On-Line



Pay on-line at www.epwater.com or pay through your own banking institution

U.S. Mail.



In Person or Night Drop



Cash or checks are accepted in our office Monday-Friday 8:00 a.m. — 4:30 p.m.

Non-Cash payments may be left in our night drop, located by the front door.

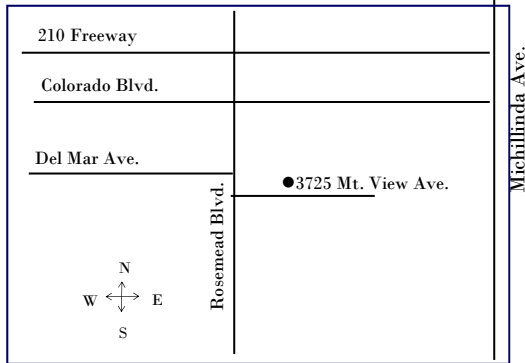


East Pasadena Water Company

3725 Mountain View Avenue
Pasadena, CA 91107
Phone: 626-793-6189
Monday—Friday 8:00—4:30 p.m.
www.epwater.com

BILL PAYMENT OPTIONS GUIDE

**Proudly serving the communities
of Arcadia, Pasadena,
San Gabriel and Temple City
since 1930**



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Auto Pay Direct Debit Enrollment Form

Please complete this form to enroll in Auto Pay and return it with your next payment. For Auto Pay, attach a blank check with "VOID" written across the face of the check. Continue to make your payments until you receive notification from us.

Authorization:

I hereby authorize East Pasadena Water Company (EPWC) to deduct funds from my account at the financial institution listed to pay my water bill. EPWC will initiate a direct debit for the total amount due. I understand this payment will be made approximately 15 days after the date on my bill.

I understand the authorization is to remain in effect until EPWC has received written notification of its termination, which must be at least 15 days in advance of the next scheduled payment. I also understand that EPWC may stop my participation in the service if necessary.

I further understand that if EPWC receives a rejected payment I will be responsible to pay this bill by cash or money order in the office and any associated fees.

Please Print

EPWC Account No. _____ Bank Account No. _____

Financial Institution Name _____

Name _____ Service Address _____

() () _____

Daytime Phone Number / Work or cell phone number _____

Signature

Date

Options

East Pasadena Water Company offers a variety of payment options. Please take a look and let us help you decide which option fits your needs best.

On-Line

Water bills may be viewed and paid electronically by going to our website; www.epwater.com and clicking on the View or Pay bill option to sign up.

You must first register to view your bill and from that screen you may choose to pay your bill. In order to register you must have a copy of your current bill with you as you must enter your name **exactly** as it appears on your bill.

Be certain to follow the link you receive to complete the registration.

We do not accept Credit or Debit cards. Any information entered other than a checking account will result in a returned payment.

Auto Pay

Auto Pay is a service that allows you to have your water bill paid automatically from your checking or savings account. You will still receive your statement by mail for your records.

There is no additional cost for this service.

There are two ways you can sign up for Auto Pay. The first is to complete the authorization form to the left and attach a blank check, with "VOID" written across the face of the check. (Deposit slips and photocopies will not be accepted) Return the authorization form and voided check to our office.

The second option is to enroll on our website by selecting "Automatic Bank Draft" from the consumer menu. You will then need to enter your banks routing and account numbers. **We do not accept Credit or Debit cards.** Any information entered other than a bank account will result in a returned payment.

You will still receive a statement and it will include the amount due. Funds will be deducted approximately 15 days after your billing

date. If you have any questions regarding your bill, please contact us before the funds are debited from your bank account.

Auto Pay Terms and Conditions Eligibility

Auto Pay is open to all customer accounts billed by East Pasadena Water Company that meet the following conditions: Your account must be in good standing and not subject to existing payment arrangements or extensions. You may have no more than one returned check within the past 12 months.

Rejected Payments

Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, your utility account will be assessed a return item fee. Payment of the returned item must be made by cash or money order. East Pasadena Water Company reserves the right to terminate your participation in Auto Pay if your payment is rejected more than once within 12 months.

Cancel Auto Pay

You may cancel your participation at any time by contacting our office in writing. If you move, your Auto Pay agreement will expire after your closing bill has been paid.

Personal Banking Institution

Payments made through your own banking institution's website are accepted electronically if that is the way your bank sends them. Please check with your bank or credit union to verify they will be sending the checks electronically.

Please note, that all forms of electronic payment may not post immediately to your account. East Pasadena Water Company cannot be held responsible for payments not received.