

DIRECT PAYMENT PLAN ENROLLMENT



Paying your bills through Glendale Water & Power's Direct Payment Plan program is easy, convenient, and eliminates the need to write checks and utilize stamps. You simply authorize Glendale Water & Power (GWP) to deduct your utility bill payment automatically from your checking account. You no longer have to worry about paying your bills on time, while on vacation, or when you're out of town.



APPLYING IS EASY:

1. Print this form, complete all sections of the application below and mail it to:
Customer Services – Contact and Payment Center, 141 N. Glendale Ave. Level 2, Glendale, CA 91206-4494
2. You can also scan and email your completed application to **GWPcustomerservice@glendaleca.gov**

DIRECT PAYMENT PLAN ENROLLMENT APPLICATION

Please PRINT clearly in black ink

GWP Account Number(s) (include all 10 digits)

GWP Account Number(s) (include all 10 digits) (if you have more than one GWP account)

First Name: _____

Last Name: _____

Service Address (es) (do not include P.O. Boxes): _____

Zip Code: _____ Daytime Telephone Number: (_____) _____ – _____ Ext. # _____

Banking Institution Name/Branch: _____

Bank Routing Number

Bank Account Number

The nine digits located on the lower left corner of your check

Longest set of numbers typically to right of routing number – Do not include check number

Please read and sign the following authorization statement:

I authorize Glendale Water & Power to instruct my bank/savings & loan/credit union to deduct payments from the checking account listed above. I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify Glendale Water & Power. I require no additional notices prior to action being taken on this authorization.

Signature: _____ Date: _____

Do not mail this form with your bill payment

ANSWERS TO FREQUENTLY ASKED QUESTIONS

- Q.** When will enrollment in the Direct Payment Plan be activated?
 - A.** It takes up to 3 weeks after your application is received for enrollment to be activated. Continue to pay your bill as you always do, until you receive notification from GWP that you are enrolled.
- Q.** How can I make sure my GWP bill has been paid?
 - A.** Your bank statement will identify each payment that was deducted. Your GWP bills will reflect the payments that were deducted through the Direct Payment Plan.
- Q.** How do I cancel my enrollment?
 - A.** You can cancel enrollment in the Direct Payment Plan by notifying GWP in writing, at any time. You will receive verification of the termination within 15 working days after we receive your request.
- Q.** What happens if my payment is rejected by my bank?
 - A.** Payments may be rejected by your bank due to insufficient funds, closed/unauthorized accounts, or other reasons. If your payment is rejected, GWP will charge a processing fee on your utility bill. GWP reserves the right to terminate your participation in the Direct Payment Plan if your payment is rejected more than once within a 12-month period.