



## BANK DRAFT AUTHORIZATION

Automatic bank drafting from your checking or savings account assures that your bill is paid in full and on-time every month, even if you are out of town. This convenient recurring process is free.

### **How Do I Begin the Process?**

To become a bank draft customer, we need two things: the completed bank draft authorization form on the next page and a “voided” check from your checking account or a withdrawal slip from your savings account. We will work with your bank to draft your checking or savings account each month.

### **When Will My Account Be Drafted?**

The initial set-up for the bank draft will take approximately two weeks. You will receive a message on your bill when participation in the program has been confirmed. After enrollment in the program, your account will be drafted for the exact amount of your bill on the due date of your account. You will receive a monthly statement by mail on which your bank draft conformation message appears.

### **What Happens if I Have Questions About My Bill?**

If you have a question about your water and sewer bill, call the Western Virginia Water Authority’s Utility Customer Service Office at 853-5700.

### **What Happens if There is Not Enough Money in My Account?**

The automatic bank draft will be presented to your bank once for processing. If your financial institution does not pay the draft because of insufficient funds and returns it to the Authority, your account will be charged a return check fee and processed in the same manner as an insufficient funds check. If a payment is declined by your financial institution, a security deposit may be required by the Authority.

### **How Do I Cancel My Participation?**

If you decide to discontinue participation in the bank draft program, you may cancel by notifying the Western Virginia Water Authority’s Collections Office in writing, by fax or by phone at least seven (7) business days prior to the due date on your bill.

By Mail: P.O. Box 1140 Roanoke, VA 24006-1140

By Phone: 853-5700

By Fax: 853-5701

By Email: [billing@westernvawater.org](mailto:billing@westernvawater.org)

**To get started, complete the Bank Draft Authorization Form on the following page.**



# WESTERN VIRGINIA WATER AUTHORITY

*For Office Use Only*

Customer ID Number \_\_\_\_\_ Location ID Number \_\_\_\_\_

## BANK DRAFT AUTHORIZATION FORM

**Please Complete the Following Information**

Customer Name \_\_\_\_\_

Social Security Number \_\_\_\_\_

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Home Telephone Number \_\_\_\_\_

Work Telephone Number \_\_\_\_\_

Place of Employment \_\_\_\_\_

**The Western Virginia Water Authority (Authority) is authorized to debit my (check one)**  
 \_\_\_\_\_ checking or \_\_\_\_\_ savings account at \_\_\_\_\_

**(Bank Name) located in \_\_\_\_\_ (City, State, Zip)**

**for my water/sewer charges on the monthly due date of my account.**

I understand that this authorization is in effect until the Authority and my financial institution are notified that I no longer desire this service, allowing them reasonable time to act upon my notification (at least seven (7) business days prior to the due date on your bill). I also understand that if corrections to my account are necessary, they will be reflected on the next billing. I understand that non-payment due to insufficient funds in my account will be processed by my financial institution and the Authority in the same manner as an insufficient funds check, and that I may be charged an insufficient funds check by both and a security deposit by the Authority. I understand that this authorization is non-negotiable and non-transferable.

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return a “voided” check from your checking account or a savings withdrawal slip from your savings account and this authorization form to:**

Western Virginia Water Authority  
 Collections Office  
 P.O. Box 1140  
 Roanoke, VA 24006-1140  
 Telephone: 853-5700 • Fax: 853-5701  
 Email: [billing@westernvawater.org](mailto:billing@westernvawater.org)