



BUDGET PAYMENT PROGRAM

The Western Virginia Water Authority (Authority) offers a Budget Payment Program for its domestic (residential) and commercial customers who have had service with us for at least one year per location. This convenient, recurring program offers equal monthly payments of your water and sewer bill through automatic bank drafts.

How Do I Begin the Process?

To participate in our budget payment program, we need two things: the completed budget payment 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 an equal or “budget” amount each month.

How is the Budget Amount Determined?

The monthly amount of your budget draft is based on your average billing amount during the past 12-months of billing history per location. Once a year, we “settle-up” your account which may result in a credit balance or a balance due. If there is a credit balance, that amount will be applied to lower the next year’s budget amount. A balance due or shortage will cause your budget amount to be increased. You will continue to receive a monthly statement by mail each month reflecting your water/sewer use and budget payment amount.

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 returned check fee and processed in the same manner as an insufficient funds check.

How Do I Cancel My Participation?

If you decide to discontinue participation in the budget payment program, you may cancel at anytime by notifying the Western Virginia Water Authority’s Collections Office in writing, by fax or by phone.

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

By Phone: 853-5700

By Fax: 853-5701

By Email: billing@westernvawater.org

To get started, complete the Budget Payment Authorization Form on the following page.



WESTERN VIRGINIA WATER AUTHORITY

For Office Use Only

Customer ID Number _____ Location ID Number _____

BUDGET PAYMENT 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 and 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. 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 I may be charged an insufficient funds fee by both. 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