



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 confirmation 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

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 Account

or

Savings Account

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: 540.853.5700 • Fax: 540.853.5701
Email: billing@westernvawater.org