



AUTOMATIC DEBIT PLAN

VILLAGE OF MASSENA, WATER DEPARTMENT
60 MAIN STREET
TOWN HALL, RM 10
MASSENA, NY 13662

Many of you have been asking for the Village of Massena, Water Department Automated Debit Plan(ADP). Now you can have your water bill deducted from your checking account automatically. Forget about check writing, stamps, mailing and due dates.

You will still receive your regular bi-monthly or monthly bill and you will have at least 10 days to review your bill before your account will be debited. This will be the same date for all of our customers by billing cycle.

See reverse for other important information.

How to get started: By completing and returning your enrollment form below, along with a VOIDED check from your checking account, you will authorize the Village of Massena, Water Department to activate the Automatic Debit Plan.

Please PRINT all information.-I authorize the Village of Massena to begin electronic deductions from my checking account for payment of my regular water/sewer/refuse bill.) Don't forget to include a blank VOIDED check. A deposit slip is not acceptable.
I understand that payments **will be withdrawn from my bank account on the 25th of each billing month**. Automatic Debit will begin with the next billing after I return my paperwork. Please return the form and voided check to: Village of Massena Water Department, 60 Main St., Town Hall Rm 10, Massena, NY, 13662.

Name as it appears on your water bill(s) _____
Your mailing address: _____
City _____ State _____ ZipCode _____
Daytime Phone number: _____

List all Acct #'s with service addresses to be on automatic debit.
(If you need more room, please attach a separate sheet)
1.
2.
3.

Authorized deduction amount: ____ **Bill amount** **OR** ____ **Whole Dollar amount**

I will notify the Village of Massena in writing if I change banks, checking accounts and if I want to change or cancel this service.

Signature of Bank Account holder: _____ Date: _____

QUESTIONS AND ANSWERS:

Q. What if I change my bank or bank account?

A. In either case, you would need to reapply and provide a new voided check from the new account.

Q. What happens if my account “bounces” when a payment is withdrawn?

A. If your account has insufficient funds at withdrawal, you may receive a phone call from our Billing Department. If we cannot reach you, no funds will be collected on the account this month. (An insufficient Funds charge of \$15.00 will apply for each unsuccessful attempt.) The amount due will be carried forward to the next bill as a previous balance. It will be withdrawn, along with the current bill and any other applicable NSF charges and late fees due at the next scheduled withdrawal date. (Two occurrences of insufficient funds will result in your account being dropped from ADP participation.)

Q. What happens if I move?

A. The entire amount of your final bill will be withdrawn on your next normal withdrawal date. If you are moving within the Village Water supply, you must request in writing that Automatic Debit be continued at your new address.

Q. What if I want to pay an amount different from the total amount due?

A. When you set up your automatic debit you must specify either a dollar amount or full amount of the bill to be withdrawn from your account. Any change to this must be done in writing to our office.

If you fail to specify the amount we will automatically deduct the bill amount.

Q. Can I pay any other Village bills with this option?

A. NO. At this time you can only pay your water bills this way.