

# PEACOCK HILL SERVICE COMPANY OFFERS AUTOMATIC BILL PAYMENT!

- SAVES YOU TIME
- SAVES YOU POSTAGE
- PREVENTS LATE CHARGES
- CONSERVES YOUR CHECKS
- IT'S EASY
- IT'S FREE!

PHSC offers the option to pay your water bills via automatic debit to your checking or savings account. There is *no charge* to the customer for this payment option.

## HOW IT WORKS

With your written authorization, PHSC will debit your checking or savings account on the 15th day of every odd numbered month. The 15th corresponds to the midpoint of the 30 day payment period. The amount debited shall not exceed the amount billed on your statement or \$300, whichever is less. If your bill exceeds \$300, you will receive an email requesting authorization to process the amount due on your bill.

For example, if you receive a statement dated the 26th of October, an automatic debit would be processed to deduct the amount of your outstanding bill from your checking or savings account on the 15th of November.

## HOW TO SIGN UP

Fill out the enclosed "*Authorization for Direct Payment*" application as follows:

1. Name as it appears on the Account: The name listed on your bank account. If you have a joint account, please include both names.
2. Bank Name or Financial Institution: The name of your bank or credit union where you have your checking or savings account.
3. Location of Bank or Financial Institution: The city, state and zip of your bank branch.
4. Bank Routing Number: This is a 9 digit number that can be found at the bottom left of your checks.
5. Bank Account Number: This is the next set of numbers following your routing number on the bottom of your check.

Please attach a voided check from the account you wish to be debited. You must attach a voided check and not a deposit slip. *We cannot process your request without a voided check.*

6. Type of Account: Circle either Checking or Savings.
7. Account Number: Your PHSC account number.
8. Name as it appears on Water Bill
9. Service Address: The address of the property where the water meter is located.

(OVER)

10. Mailing Address: Your current mailing address. This may be the same or different from your service address.

11. Daytime Telephone Number: The best phone number where you can be reached.

12. Email address: Very important as it will be used for authorization of payments over \$300 as well as confirmation of ACH enrollment.

13. Signature: If you have a joint bank account, both parties must sign the ACH agreement.

Mail your completed Authorization form to:

Peacock Hill Service Company

PO Box 284

Ivy, VA 22945

You will be notified via email when your ACH request has been processed.

The automatic debit payment feature will remain in effect until you notify PHSC that you wish to rescind your authorization or if 3 or more payments do not clear the bank in a rolling 12 month period.

#### HOW TO RESCIND AN AUTHORIZATION

If at any time you wish to discontinue the automatic debit payment option, you must notify PHSC in writing by the 20<sup>th</sup> of an even numbered month.

*All cancellations must be in writing.*

#### Please Note:

If for any reason your financial institution does not honor your automatic debit (insufficient funds, account closed, etc.), you will be charged a \$25 returned check fee and be required to settle your account by other means within the time period specified.

If you have questions or need additional information, please call PHSC at 434-245-7099.