

**IOWA LAKES REGIONAL WATER**  
**Authorization Agreement for Automated Payments**  
Please return this form to ILRW

<b>CUSTOMER INFORMATION</b>
Name _____
Address _____
City, State, Zip _____
Telephone Number _____
ILRW Account Number _____

<b>FINANCIAL INFORMATION</b>
Name of Financial Institution _____
Address of Financial Institution _____
Type of Account: <input type="radio"/> Savings <input type="radio"/> Checking
Bank Routing Number _____
Bank Account Number _____

**For verification purposes, a voided check must accompany this agreement.**

*Some financial institutions do not accept electronic withdrawals. Each request will be verified with the institution.*

**Please indicate which method you will be using to submit your voided check to ILRW.**

**Print & Mail**

Address to:  
Iowa Lakes Regional Water  
Attn: Kristy  
P.O. Box 555  
Spencer, IA 51301

**E-mail**

Scan as a PDF or JPG and  
attach to an email to:  
kristy.wiederholt@ilrw.org

**Fax**

Fax To:  
712-262-8241  
Attn: Kristy

I, \_\_\_\_\_, authorize Iowa Lakes Regional Water, under the terms of the Direct Payment Program agreement, to collect payment of my bill from the above financial institution until such time as I cancel this agreement and/or the bank account is discontinued.

I understand adequate account balances must be maintained by me for debit on the specified date of each month that is printed on my utility statement. If not, a late fee will be charged to my account and the resulting non-payment could lead to additional non-payment fees and/or disconnection of service.

Customer Signature X \_\_\_\_\_

# ILRW Direct Payment Program

*Enhancing the Utility of Your Utility Bill*

To sign up for the Direct Payment Program, an application must be completed and returned with a voided check on the account to be used for payment to Iowa Lakes Regional Water. The voided check will provide Iowa Lakes Regional Water with the information needed to set up a direct payment account.

Members associated with the automated billing system will continue to receive a monthly statement, but it will reflect a Direct Payment authorization. All members will have ample time to review the statement and usage, plan for the automatic payment, or contact ILRW if there is a question about the bill. On the specified date of each month, the payment will be deducted from the account. If the due date falls on a weekend or holiday, the account will be debited on the next business day.

With Iowa Lakes Regional Water's free Direct Payment Program, members can simplify monthly bill paying and save time and money by having their utility bill automatically withdrawn from their financial institution account.

- ➔ *No check to write*
- ➔ *No postage to pay*
- ➔ *No more monthly trips to pay bill in person*
- ➔ *Away from home, bill will be paid*

## Terms of Agreement

### *Availability of Funds*

Members are responsible for having enough money in the indicated account on the payment due date. If the transaction cannot be processed for any reason, a past due notice will then be mailed and the payment must be made at the District Office. Members are responsible for all fees charged, should payment be returned for any non-payment reason. These fees may include late charges and non-payment fees. The direct payment service may be canceled if two payments are returned in a six-month period for non-payment.

### *Record of Payment*

The amount and date of your automatic payment will be shown on the regular bank statement, which is the proof of payment. If the amount differs from the bill, the member must notify Iowa Lakes Regional Water and the financial institution within 24 hours of the date on which the error first reflected.

### *Stop Payments*

A member must always advise Iowa Lakes Regional Water first of any request to stop payment. A member may stop payment by notifying their financial institution at least three days prior to the payment due date. However, as when stop payment on a check is requested, the member is responsible for any charges this may evolve.

### *Account Change*

To ensure timely payment, the member must notify Iowa Lakes Regional Water of any account changes and submit a new application when an account change occurs.

### *Customer Termination*

This authorization will remain in effect until Iowa Lakes Regional Water receives written notice from a member ten (10) days prior to the cancellation date or until service has been terminated and the final bill is paid in full. Members may send Iowa Lakes Regional Water a letter requesting cancellation of the Direct Payment service or visit the District office to sign a cancellation form.

### *Program Termination*

This program will remain in effect until Iowa Lakes Regional Water sends written notice to a member thirty (30) days prior to the termination date.