

County of Volusia Water Resources and Utilities Authorization for Direct Payment and Frequently Asked Questions

What is Direct Payment? Direct Payment lets our customers have their monthly payment automatically deducted from their checking account without having to write a check monthly and mail it to us. You also will take comfort in knowing that your bill will be paid when you are away from your home for an extended period of time.

Is there a fee for Direct Payment?

No, we do not charge a fee for Direct Payment.

Will I still receive my monthly statement?

Yes, you will still receive your monthly statement that will provide you the amount that is owed as well as the date that we will be taking your payment out of your account, which will be the same as your payment due date.

How do I enroll in Direct Payment?

You will just need to fill out the authorization form at the bottom of this page, sign it, and return it to us with a voided check. Once we receive the application, we will add you to Direct Payment. You will continue to mail a check until your bill indicates "Please do not pay – Payment will be automatically deducted from your bank account" (this normally takes up to 2 billing periods to take effect).

What if I change banks or accounts?

Just call us at 386-736-5971 to notify us and we will mail you a new form to fill out with the new account information. This change can take up to 2 billing periods to take effect.

What if the bank does not honor the payment because of insufficient funds or because the account has been closed?

Your bank will return the payment to us. We will notify you in writing of the returned payment and additional fees may apply.

What if I decide I no longer want to participate in Direct Payment?

You will need to notify us in writing if you would like to be removed from Direct Payment. Please allow 30 days notice.

What if I am questioning the amount I was billed?

You will still have the same amount of time to question your bill. Just call us at 386-736-5971 after you receive your bill within 10 days and we can assist you with any questions you may have.

Volusia County Water Resources and Utilities Direct Payment Authorization Form

Account Number: _____
Customer Name: _____
Service Address: _____
Phone Number: _____
Bank Name: _____
Bank Address: _____
Bank Phone Number: _____

I hereby authorize the County of Volusia to initiate debit entries (charges) to my bank account indicated below, and for the bank to accept and post such debit entries for the payment of water and/or sewer services rendered by Volusia County Water Resources and Utilities.

I understand that Volusia County Water Resources and Utilities reserve the right to terminate this payment plan and/or my participation therein. I also understand that I may discontinue enrollment with a 30 day written notice to Volusia County Water Resources and Utilities.

Customer Signature: _____ Date: _____

Please return this form and voided check to:

Volusia County Water Resources and Utilities
123 West Indiana Avenue Room 402
Deland, FL 32720