

Never miss a payment with AutoPay



Volusia County Utilities Department is offering an alternative payment option, AutoPay. This option allows you to pay your water bill without having to mail a check, call, or visit an office. Upon your authorization, your bill will be paid electronically and securely through your checking account. You will continue to receive your monthly statement in the mail. There will be a designated period of time, approximately 10 days, before each debit from your bank account occurs. This time allows you the opportunity to dispute your current billing, withdraw your request for the current debit, or change any bank information that may need to be updated.

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 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.

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.

How do I enroll in AutoPay?

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 AutoPay. 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).

Volusia County Water Resources and Utilities Auto-Payment Authorization Form

Account Number: _____

Customer Name: _____

Service Address: _____

Phone Number: _____

Bank Name: _____

Bank Address: _____

Bank Phone Number: _____

- ◆ **Save time**
- ◆ **Secure payments**
- ◆ **No processing or late fees**
- ◆ **Never worry about service interruptions**
- ◆ **Still receive monthly statements**
- ◆ **No cost to sign up**

I hereby authorize the County of Volusia to initiate debit entries (charges) to my bank account indicated above, 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