



Relax and make your life a little easier...Sign up for AutoPay and you can forget that extra trip to the Civic & Cultural Center to pay your monthly water utility bill. Stop writing checks, buying stamps and worrying about beating the payment due date.

AutoPay is a stress-free way to pay your water utility bill! It's a convenient service that allows you to have your monthly water utility bill paid automatically from your checking account.

Frequently Asked Questions about AutoPay:

- How does AutoPay work?

After enrollment in AutoPay, you'll still continue to receive your itemized monthly water utility bill. Your checking account will automatically be debited for all charges shown on your bill on/after the 20th of each month. You can still call the City of Brea if you ever have questions about your bill.

- Who is eligible to be a part of AutoPay?

AutoPay is open to all residential and business customers billed by the City of Brea.

- How much does AutoPay cost?

There is no charge from the City of Brea to participate. However, some financial institutions may charge a fee for electronic fund transfers. Ask your bank regarding any possible fees.

- How do I sign up for AutoPay?

First fill out the attached application and agreement, sign it, and attach an original check from the account you would like to debit with "VOID" written across it. Deposit slips will not be accepted. Return the application and voided check to City of Brea with your next payment.

- After I'm enrolled, how do I change information on my AutoPay enrollment form?

Simply mail the City of Brea a voided check with the new bank account information. Inaccurate information may result in payments being refused by your financial institution. The City of Brea will not be responsible for losses which result from inaccurate information or failure to provide us with timely notification of changes.

- What happens in the event of a rejected payment?

Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, the City of Brea will charge a \$25 processing fee for the first returned check or item, and a \$35 processing fee for each subsequent returned check or item per California Civil Code 1719, on your next water utility bill. The City of Brea reserves the right to terminate your participation in AutoPay if your payment is rejected more than once in a twelve month period.

- How do I stop being a part of AutoPay?

You may cancel your participation at any time by calling the City of Brea Utility Billing Division or making a notation on your payment stub. Termination will become effective within ten (10) business days after we receive your notification.