



## PAYMENT OPTIONS

June 2017

**A) BANK DRAFT PAYMENTS:** Bank draft enables you to have your water bill deducted from your bank account (checking or savings) automatically each month. The bank draft procedure is as follows:

- 1) We send you a copy of your monthly water bill for your records. Bills typically are mailed or emailed the second business day of the month. The bill will indicate as a reminder to you that the payment will be made by automatic bank draft.
- 2) On or about the 15th of the month, a bank draft payment request will be submitted to our bank, Chase, who will in turn electronically withdraw the payment from your account. This gives you about a ten day window after receiving your bill to ensure adequate funds are available in your account and to record that deduction.

To sign-up for recurring bank draft payment, please complete, sign, and return to us a Bank Draft Authorization Form (available on our website at [www.carefreewaterco.com](http://www.carefreewaterco.com)). Remember to double check that all the required banking information is completed. We will accept forms that are mailed, faxed, or electronically delivered. Any changes or updates must be submitted by the 1<sup>st</sup> of the month or fees may be incurred.

**B) CREDIT CARD PAYMENTS:** [NOTE: Credit cards are assessed a \$3.50 Convenience Fee (plus tax) each time they are charged to cover processing fees that we incur.] The Water Company accepts only MasterCard or Visa for credit card payments. For security purposes, one-time payments via credit card will only be taken in person, by telephone or fax. You may also schedule recurring credit card payments by filling out and returning to us a Credit Card Processing Form (available on our website at [www.carefreewaterco.com](http://www.carefreewaterco.com)). Your credit card information will be held by us in a locked and secured electronic file (Chase Bank Paymentech). See steps 1) and 2) above under A) Bank Draft Payments, which also apply to credit card customers. Any changes or updates must be submitted by the 1<sup>st</sup> of the month or fees may be incurred.

**C) ON-LINE BILL PAYMENTS:** If your financial institution offers on-line bill payments, you may instruct them to make a direct payment to Carefree Water Company. The amount you pay through your bank will be credited to your water account by the business day following the day it is received. Remember to double check that the Payee (Carefree Water Company) and the amount are correct before processing the payment. The Water Company has no control over this process until payment is received from your financial institution.\*

**D) CASH AND CHECK PAYMENTS:** Cash and check payments will, of course, continue to be accepted. Payments that are delivered in-person can be provided a handwritten receipt if desired. Checks may be mailed to our Post Office Box or placed in our drop box located at the Town of Carefree Post Office Building (down the hall that is opposite the post office boxes, past the real estate office). You are also welcome to drop off your payment at the Water Company office in-person at 7181 Ed Everett Way. A mail slot is available at the office for after-hours payment drops.\*

\*The on-line bill payment, plus cash and check payment options may require a \$200 security deposit.