

## **EFT Program Guidelines**

### **Participation Guidelines**

- ▶ The program is available to residential and commercial customers.
- ▶ Customers must have either a checking or savings account.
- ▶ To enroll, the account must be paid in full; customers on deferred payment plans are ineligible to participate.

### **General Guidelines**

- ▶ Review your monthly bill. Bills will continue by mail.  
Customers with bill disputes should contact Travis County WCID #17 Customer Service department at (512) - 266-1111. Please call at least ten business days prior to the bill's due date if you have concerns about charges.
- ▶ Travis County WCID #17 debits the full new balance from the customer's account each month.
- ▶ The following confirmation message is printed on the EFT bills.  
"Your bank account will be drafted for the new balance amount." Until this message appears on the bill, continue to make manual payments.
- ▶ Travis County WCID #17 debits payment one business day before the bill's due date.
- ▶ Travis County WCID #17 charges a fee for insufficient funds. The fee is charged in accordance with the Fee Schedule, as approved by the Board of Directors.
- ▶ Travis County WCID #17 reserves the right to remove a customer from the EFT Payment Program if in any 12-month period, two EFT debits on a bank account are declined (for insufficient funds, frozen account, etc.). If removed, you must wait 12 months to reapply.

### **Changing Your EFT Enrollment**

- ▶ The EFT Payment Program is not transferable between Travis County WCID #17 water accounts. Complete a new enrollment form for each new water account.
- ▶ Complete a new enrollment form in order to change bank information. Allow 10 business days from the date of receipt for processing.
- ▶ If Travis County WCID #17 receives the form at least 10 business days before the due date printed on the water bill, the change will take effect for the bill currently due.
- ▶ If Travis County WCID #17 receives the form less than 10 business days before the due date printed on the water bill, the change will not take effect until the next billing cycle.
- ▶ The customer is responsible for ensuring all water bills are paid on time.

### **Cancelling Enrollment**

- ▶ Discontinue enrollment in the program by submitting a completed EFT Cancellation Form.
- ▶ If Travis County WCID #17 receives the form at least 10 business days before the due date printed on the water bill, the cancellation will take effect for the currently due bill.



# Electric Funds Transfer (EFT) Payment Program Enrollment Form

Please Check One:

New EFT Participant

Current EFT Participant with Bank or Utility Accounts Changes

### Travis County WCID #17 Account Information:

Name of account holder: Last, First, Middle Initial

Utility Account Number

Utility Service Address

Daytime Telephone Number

### Bank Information:

 (Please direct any questions about this section to your bank)

Type of Account:  Checking  Savings

- If using a Credit Union account, please verify all Bank Routing information with them prior to submission of this form

Name(s) on Bank Account

Bank Routing/ABA Number (9 digits)

Bank Account Number

Bank Name

Bank Phone Number

Bank Address

**Signature Section:** I hereby authorize Travis County WCID #17 to initiate debit entries to my checking or savings account indicated above for the payment of my monthly utility bill. I further authorize the bank or the financial institution named above to debit such account. I understand the debit will be made one business day before the Due Date of each monthly bill for the balance amount as shown on such bill. This authority shall remain in full force and effect until revoked by me, my bank or financial institution or Travis County WCID #17. I acknowledge that I read and understand the Travis County WCID #17 EFT Program Details.

Account Holder's Signature for Authorization

Date

Bank Routing /  
ABA Number →

Bob Jones	0000
Anywhere, USA	
VOID	\$ <input type="text"/>
VOID	
0000000 000 000 0 0000	

↑  
Bank Account Number

**Please Attach a Voided Check Here**

**Mail to: Travis County WCID #17 - Auto Draft Program, 3812 Eck Lane  
Austin, TX 78734**

**Fax to: (512) - 266 - 2790**