



GUAM WATERWORKS AUTHORITY

“Better Water. Better Lives.”

Gloria B. Nelson Public Service Building | 688 Route 15, Mangilao, Guam 96913

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AUTO PAY AUTHORIZATION

Guam Waterworks Authority (GWA) is pleased to offer Auto Pay, a free automatic payment option to its valued customers. With Auto Pay, your payment is automatically withdrawn from your checking account each billing cycle.

Here’s how Auto Pay works: Your regular bill will show the amount due for the current billing period and the payment due date. Three (3) days before the due date, the amount owed will be automatically deducted from your checking account.

You will still receive your bill by mail, giving you the opportunity to review all charges and report any concerns before the bill is paid from your checking account. A record of your Auto Pay payment will be reflected on your next monthly bill, as well as on any regular statements you may receive from your bank.

Here’s how you can sign up for Auto Pay:

- Complete and sign this form and provide a voided check or account certification from your bank
- Return all information to a GWA Customer Service Representative at any of our locations or e-mail to customers@guamwaterworks.org
- This authorization shall require two weeks for processing after the date signed below and shall become effective immediately upon the next bill cycle.

GWA CUSTOMER DATA:

CUSTOMER NAME:	
GWA ACCOUNT NO.:	
BILLING ADDRESS:	
CONTACT NO AND E-MAIL:	
MAXIMUM DRAFT AMOUNT AUTHORIZED:	

FINANCIAL INSTITUTION DATA:

ACCOUNT HOLDER NAME:	
BANK NAME:	
ACCOUNT NUMBER:	
ROUTING NO.:	

ACCOUNT HOLDER SIGNATURE: _____ Date: _____

By signing above, I hereby authorize GWA to deduct funds from my checking account indicated above to pay monthly billings according to my regular billing schedule. I have read and agree to the Auto Pay Terms and Conditions on the reverse side of this form. _____(initial here)

This authority is to remain in full force and effect until GWA has received written notification from me of its termination in such time and in such manner as to afford GWA at least fifteen (15) days prior to my next payment.

AUTO PAY TERMS AND CONDITIONS:

The Auto Pay program is a free service of Guam Waterworks Authority provided as a convenience to our customers.

Customers requesting participation in the Auto Pay Program with GWA agree to the following terms and conditions upon signing the Auto Pay Authorization Form:

- To apply:
 - Customers must provide a completed and signed Auto Pay Authorization form
 - Customers must provide a voided check or an account certification from their bank
 - Completed forms are to be dropped off at a GWA Customer Service Representative at any of our convenient locations or e-mail to Customer Service at customers@guamwaterworks.org
- To qualify for Auto Pay, accounts must be in good standing with GWA and must remain current and have a \$0.00 balance at time of application.
- After Auto Pay is approved, a full billing cycle may be required before Auto Pay begins to draft from the customer's checking account.
- Funds will be withdrawn from the customer's checking account three (3) days before the due date. The amount withdrawn will be the current amount due, as shown on the bill. If the current month's bill exceeds the Maximum Draft Amount Allowed (as specified by customer), customer will be responsible for paying the remaining balance.
- The regular bill serves as advanced notice of the amount to be drafted. Customers are responsible for reviewing each bill for accuracy. Any disputes or changes must be communicated to GWA prior to the bill's due date.
- Should funds not be made available by the financial institution, Auto Pay participation may be terminated. In such a case, the customer will be subject to a \$30.00 fee for non-sufficient funds. Participation in Auto Pay will automatically be cancelled after two returns.
- Only one attempt will be made to draw funds for each monthly payment.
- Any disputed amount or other discrepancy resolved after the checking account has been drafted may be adjusted within the account and reflected on the customer's next regular bill.
- Any changes to account information or maximum draft amounts will require a new Auto Pay form.
- Please allow at least fifteen (15) business days for changes to take effect.
- Customers may, without penalty choose to terminate this agreement at any time upon written notice to GWA. Removal may require up to fifteen (15) business days to process. Any payments already in the drafting process at the time of notice may not be terminated.
- If customer's GWA account is terminated for any reason, participation in the Auto Pay program will automatically terminate.
- GWA reserves the right to change the program or terminate participation at any time. Notice of changes affecting the drafting processes, terms and conditions will be communicated.

For GWA use only:	
Customer Service Verification: Name and Signature: _____ Date Received: _____	Accounting Input: Name and Signature: _____ Date Inputted: _____ Route: _____ Next bill cycle eff date: _____