City of Santa Clara

Direct Payment Enrollment Form

To enroll in the City of Santa Clara Direct Payment program, please complete all sections printing neatly and legibly, sign the authorization section and return this form **with a voided check** to the City of Santa Clara at the address listed below. If you have questions, contact customer service at **408-615-2300**.

Account Information

This is a (check one): ☐ New Application ☐ Updated Application

Name on Utility Bill: _____

Utility Account Number: 0 0 0 __ __ __ __ __ – __ __

Service Address: _____

Daytime Phone: _____ Evening Phone: _____

Direct Payment Bank Information and Authorization

Name on Bank Account: _____

Checking Account Number: _____

I authorize the City of Santa Clara to instruct my bank/credit union to deduct my payments from the checking account number listed above.

I understand that I control my payments, and if at any time I decide to discontinue this payment service, I will notify the City of Santa Clara Municipal Services, at the address listed below or call the Contact Center at **408-615-2300**. I understand this program may start without any further notification. I understand there is a **$23.00** charge for returned checks.

_____ _____

Signature of Bank Account Holder Date

Please Enclose a Blank Check Marked "VOID"

For City Use Only

☐ Approved ☐ Denied Reviewed By _____ Date _____

City of Santa Clara, Municipal Services, 1500 Warburton Avenue, Santa Clara, CA 95050

7/2013 v06

Frequently Asked Questions

1. How much will the Direct Payment program cost me?

   The City of Santa Clara does not charge for this service.

2. If I pay my bill automatically, how will I know how much will be deducted?

   The amount deducted is listed as the "Amount Due" on your utility bill.

3. When will my payment be deducted?

   Your payment will be withdrawn from your checking account on the "Past Due Date" listed on your bill.

4. If my payment is processed on the "Past Due Date", will I receive a late charge?

   No. Late Charges are assessed on the day after the "Past Due Date".

5. What if I have questions regarding my bill?

   *Please contact the Contact Center at **408-615-2300** for all billing questions.*

6. If I move within Santa Clara and I am already on the Direct Payment program, do I need to apply again?

   Yes. You would need to submit a new application. New Direct Payment applications and transfer requests generally take two (2) billing cycles to take effect. It is your responsibility to make payments on your account until Direct Payment enrollment is indicated on your bill.

7. What if I want to stop using the Direct Payment program?

   *Direct Payment changes and cancellations generally take two (2) billing cycles to take effect. To make changes or stop participation in the plan, please call **408-615-2300** or send your request to the address listed below. It is your responsibility to make payments until these changes are in effect.*

8. When will the Direct Payment program start?

   *New Direct Payment applications generally start within two (2) billing cycles. It is your responsibility to make payments on your account until your payment stub reflects **"Direct Payment"** in the amount enclosed box.*

9. Will my closing bill be paid automatically?

   Yes. The "Amount Due" will be processed on the "Past Due Date" stated on the closing bill.

For additional questions please call the Contact Center at 408-615-2300.

Our fax number is 408-241-1543.

City of Santa Clara
Municipal Services
1500 Warburton Avenue
Santa Clara, CA 95050

City of Santa Clara
Post Office Box 49067
San Jose, CA 95161-9067