



## **WATER BILLING DIRECT PAY OPTION INFORMATION**

If you choose to elect the Direct Pay Water Billing option, you will need to complete an Enrollment/Change Form and attach a voided check. After the information is entered into the water billing system, a pre-notification will be sent to the bank you have specified. Account information will be verified in advance of the billing cycle. Please allow four weeks processing time prior to the next billing cycle for your direct pay account to be set up.

At the end of the quarter, Direct Pay customers will receive a card in the mail that will look much like the regular water bill. These bills are generally mailed the first week of the month following the end of the quarter (January, April, July and October). The card will indicate "Direct Pay – DO NOT PAY". The meter reading, gallons used, and the amount due will appear on this card. Unless we receive notification from you, the Town of Frisco will automatically withdraw the balance due from your bank account on the 25<sup>th</sup> day of the same month. This will give customers plenty of time to call with any questions they might have.

Should you need to change the account information for your Direct Pay Water Billing, you may do so by completing another Enrollment/Change Form and following the same process. Please be sure to allow four weeks processing time prior to the next billing cycle for account changes to be made.

Questions should be directed to Peggy Faessen, Finance Department, 970-668-9136.