



65 Civic Avenue
Pittsburg, California. 94565-3814
Telephone: (925) 252-4940

AUTOMATIC DIRECT PAYMENT REQUEST

Pittsburg Water is hereby authorized to debit entries to the account at the financial institution named below for the purpose of processing payment for the Water and Sewer "Utility Account" also named below. **Payment will be deducted from this respective account five to seven working days prior to the actual utility account billing due date. It can take up to 7 business days to update utility account with the information listed below.**

NEW APPLICATION

UPDATE APPLICATION

Bank Name

Branch

Bank Routing Number

Bank Account Number

Type of Account: Checking

Savings

This authority is to remain in full force and effect until the Pittsburg Water has received written notification of its termination in such time and manner as to afford the City of Pittsburg and my financial institution a reasonable opportunity to process such notification.

Name on Utility Billing Account
(Please Print)

Utility Billing Account Number

Contact Phone Number

Service Address

Email Address

Signature

Date

IMPORTANT: PLEASE ATTACH A COPY OF YOUR VOIDED CHECK TO THIS FORM

FOR CITY STAFF USE ONLY:

CUST #: _____

APPROVED BY: _____

DATE: _____

Did you know...

there are other ways to pay for your water bills?

➤ Pay your Bill Online by credit card*

Log on to <https://webpay.pittsburgca.gov> or go to the City's website and click on the Utility Billing Online Payment option.

➤ Pay your Bill by Phone*

Call 1-877-484-4334 or (925) 252-4940 and enter option 1.

➤ Set up an Automatic Direct Debit*

Complete the enclosed Automatic Direct Payment Request form to have your monthly bill payments automatically pulled from your account. This ensures your account is paid in a timely basis and avoids late charges. Submit or mail in your completed forms to: Pittsburg Water – Utility Billing, 65 Civic Avenue, Pittsburg, CA 94565

*Convenience Fee Disclosure

Effective February 2, 2020, there is a non-refundable convenience fee of \$1.00 per transaction for payments that are less than \$1,000 made by credit or debit card. For payments over \$1,000, the convenience fee will be based on actual cost. Customers can avoid this fee by signing up for Automatic Direct Debit with their checking account (see reverse side for the form).

➤ Make a payment at the kiosk at Railroad Book Depot, 650 Railroad Avenue, Pittsburg

There is a convenience fee charged for this service.

Bookstore hours are Monday-Saturday 9 a.m. – 8 p.m. and Sunday 9 a.m. – 6 p.m.

GO GREEN! GO PAPERLESS!

UTILITY BILLING PAPERLESS STATEMENT IS AVAILABLE

Pittsburg Water is pleased to announce that we offer our water and sewer customers the option to receive their utility bills by email. This option allows customers to receive their utility bill as an email attachment after it is created.

To sign up, log on to <https://webpay.pittsburgca.gov> or go to the City of Pittsburg website and click on pay water and sewer bills online and register as an e-user. Choose the “switch to paperless statements” option and provide information as requested.



Switch to paperless statements

Customers are responsible for maintaining and updating their email information online to continue receiving their paperless statements.

For assistance, please call us at (925) 252-4940 from 8:00 am to 5:00 pm (weekdays except holidays).