

*Cleveland County Water
439 Casar Lawndale Road
Post Office Box 788
Lawndale NC 28090
(704) 538-9033 * (704) 538-9011*

BANK DRAFT INFORMATION & PROCEDURES

Thank you for inquiring about setting your water accounts up on draft. This letter explains the procedures that are followed in handling all draft accounts. Also, enclosed is the authorization form that needs to be filled out to set your account up on draft. When filling out the draft authorization form you need to make sure that everything is filled out completely or the draft form will be sent back until everything is complete.

It is the customer's responsibility to verify with your bank the complete account number. If for any reason the information given is not correct, the customer is responsible for any return and service charge that may accrue.

PROCEDURES

Once a form has been received, and set up, it could take up to two months to be authorized by our bank and the federal reserve. You will still receive a bill ever month after your account has been set up showing the time that your account could be drafted. All accounts are drafted at the same time and it is usually around or on the 9th of every month, but that is no guarantee. If for some reason your account is returned to us for non-sufficient funds or some other reason, it will be handled the same as our returned checks resulting in a additional service charge and your account will be taken off of draft and can only be reinstated at your request by filling out a new authorization form.

If at anytime a change is to be made, a new authorization form will have to be filled out.

If you close your water account, no final bill will be drafted. If you close your checking account, it is the customers responsibility to notify us in writing to take account off draft!!

Again, we thank you for inquiring and setting your account up on draft. If you have any questions, please feel free to call me at any time. (704) 538-9033 ext. 104.

Thank you,
Dawn Cape
Accounts Receivable Associate

ces/DNC

cc: file