



Washington Suburban Sanitary Commission

E-Z Pay Rules and Regulations

- 1. Authorization:** By completing this agreement, you are authorizing the Washington Suburban Sanitary Commission (WSSC) to make your quarterly, monthly, or non-routine water/sewer bill payments by transferring funds from your bank account to the WSSC.
- 2. Disclosure:** Your bank or financial institution is required by law to provide you with detailed disclosures explaining your rights and obligations regarding the automatic transfer of funds. “E-Z Pay” participants should carefully read the information provided by their bank.
- 3. Confirmation:** Your bill for water/sewer services and fees is your written notification of the transaction. **The total outstanding balance printed on the face of the bill will be transferred from your bank account on the due date indicated on the bill.** On the top of the bill stub and in the bill message, you will be notified that the E-Z Pay payment option is in effect. Bills generated prior to the initiation of E-Z Pay must be paid by manual check, money order, credit card, or cash.
- 4. Implementation:** The initial “set-up” for direct debit takes about 4 weeks, therefore automatic debiting should begin within the NEXT 2 billing periods. If an E-Z Pay message does not appear on the bill stub and in the message column of either of these bills, the charges must be paid through check, credit card, cash, or money order. If the E-Z Pay message is not reflected on either bill, please call our Customer Care Agents at (301) 206 – 4001.
- 5. Payment Date:** If your scheduled transfer date falls on a weekend or legal bank holiday, the withdrawal will occur on the next regular business day.
- 6. Transfer Errors:** Check your bank account to verify the date/amount of any of WSSC’s automatic transfers. If an error occurs, contact your bank and the WSSC.
- 7. Variable Payments:** Based upon the services billed monthly/quarterly, under the terms of this agreement, it is understood that WSSC payments may vary. Unlike car or mortgage direct debit payments, water consumption and wastewater treatment services fluctuate from billing period to billing period. This authorization allows WSSC to adjust the amount drafted from your bank account to accommodate changes in usage and charges. If you receive multiple bills in one billing period, or a bill amount is extraordinary, immediately contact our Customer Care Agents at (301) 206 – 4001.
- 8. Customer’s Cancellation Option:** You have the right to stop an existing or future transfer of money by notifying WSSC by calling or in writing ten (10) business days prior to the draft date. You must also notify your financial institution of this action. You can permanently terminate this agreement at any time by notifying WSSC (in writing) and your bank according to the procedures described in the bank’s disclosure statement.
- 9. Unpaid Transfer Requests:** If your bank returns a transfer without payment, WSSC has the right to assess a reasonable fee equal to the fee charged for returned checks. The “E-Z Pay” participant is then responsible to immediately remit full payment and the unpaid transfer fee with a bank check. If the bank does not honor the transfer request, participation in the “E-Z Pay” program is terminated immediately. Applicants may reapply after a six-month suspension period.
- 10. WSSC’s Cancellation Option:** WSSC reserves the right to cancel this agreement for the following reasons:
 - * If one transfer is returned unpaid for insufficient funds; or
 - * If the “E-Z Pay” participant does not otherwise comply with this agreement or payment plan.



Washington Suburban Sanitary Commission

WSSC's E-Z Pay Bill Payment Plan Application

This application is for New Application Update/Change Bank Information

Please print or type the following information:

Full Name (as shown on your water/sewer bill)

Service Address

Mailing Address

City

State

Zip Code

Daytime Phone Number (if applicable)

Home Phone Number

WSSC Account Number

E-Mail Address

Please deduct my automatic "E-Z Pay" payments from:

Checking Savings

Name of bank/credit union/savings & loan

Bank Account Number

Routing Number

I authorize WSSC or its agent to initiate debit entries to my bank account for water and/or sewer services provided, under the terms set forth in the "E-Z Pay" Rules and Regulations. My authorization will remain in effect until WSSC has received written notification of termination in such time and in such manner as to afford WSSC and/or its agent a reasonable opportunity to act upon it. I understand that WSSC reserves the right to limit participation to customers with accounts in good standing and discontinue services if payment is rejected due to insufficient funds.

Signature

Date

Print Complete Name

Direct debiting takes about **4 weeks** to implement and test. If your application is approved, E-Z Pay should be implemented within the next **2 billing periods**. Please complete the authorization form above and mail it **with your VOIDED bank check** to:

The Washington Suburban Sanitary Commission
Att: Correspondence Services Unit, 10th Floor
14501 Sweitzer Lane
Laurel, Maryland 20707

To avoid a delay in processing your application, please mail this form to the address indicated above. **Remember, the total outstanding balance printed on the face of the bill will be transferred from your bank account on the due date indicated on the bill. Thank you!**