



Pay Your Water Bill Directly from Your Bank Account

The City of Cerritos is pleased to offer a program that allows you to pay your water bill automatically. Simply fill out the form below to have your payment deducted every other month from your checking account.

How do I sign up for the Automatic Payment Program?

Simply complete the application form below, sign it and return it in the enclosed envelope to the Water Billing Division with a voided blank check. (Deposit slips and photocopies are not acceptable.)

Who is eligible to participate?

The Automatic Payment Program is open to all customers of the City of Cerritos Water Division whose accounts are in good standing.

Is there a charge for this service?

No, the City of Cerritos does not charge for this service. However, you should check with your banking institution about possible fees.

Do I still receive a bill in the mail?

Yes, you will receive your regular itemized account statement in the mail to help you keep track of your water usage.

What if a payment is rejected?

Payments may be rejected by a financial institution for insufficient funds, closed accounts or other reasons. If your payment is rejected for any reason, the City of Cerritos reserves the right to charge a \$10 processing fee on your next bill. The City also reserves the right to discontinue your participation in the Automatic Payment Program if your payment is rejected more than once in a 12-month period. Your financial institution may also charge fees for rejected payments.

Can I pay multiple accounts through this program?

Yes, as long as you want each account to be paid from the same bank account. If you wish to pay from a different bank for each water account, simply fill out one application for each account.

What if I don't agree with the amount charged?

You can call the City of Cerritos Water Billing Division at **(562) 916-1235** between the hours of 8 a.m. and 5 p.m. Monday through Friday to discuss your bill.

How do I stop this service?

Simply notify the City of Cerritos Water Billing Division that you would like to stop your participation. Termination will become effective seven working days after notification.

What if I change banks or the bank changes names?

If you change banks, or the bank changes its name, you will need to send in a new authorization form and a voided check from the new account. In some cases the account number remains the same, but the routing number has changed. Payments may be rejected if the information is not current. Call the Water Billing Division at **(562) 916-1235** to request a new form, or visit the City's website at **cerritos.gov**.

Yes, please sign me up for the Cerritos Automatic Payment Program

PLEASE PRINT

Name on Water Account

Water Service Address

Daytime Phone Number

Customer Number (listed on your bill)

Please remember to include a voided check listing your bank and account number.

PLEASE SIGN BELOW

I authorize the City of Cerritos Water Division and my financial institution to automatically deduct from the account provided all future payments for my water/sewer bills.

I understand that both the City of Cerritos and my financial institution reserve the right to terminate this authorization and my participation therein. If I choose to terminate this authorization, I will immediately notify the City of Cerritos Water Billing Division.

Signature

Date

Signature is mandatory and must match name on voided check.

Second signature of any other person listed on your account

Date

FOR OFFICE USE ONLY

_____ Date

_____ Entered by

_____ Bank Name

_____ Routing Number

_____ Bank Routing Number



Great Water at the Lowest Rates in the Region

The water that flows from your Cerritos tap continually meets or exceeds all state and federal standards for drinking water quality.

In addition, Cerritos rates are among the lowest in Southeast Los Angeles County.

Bill Payment and Contact Information

Even if you don't choose automatic payment, you can pay your Cerritos water bill conveniently by:

- Mail
- Phone, with a major credit card
- Dropping your payment off at City Hall or in the payment box in the Civic Center parking lot
- Online at cerritos.gov/waterbilling

Water Billing Division

Cerritos City Hall—2nd Floor
18125 Bloomfield Avenue

(562) 916-1235

Hours

Monday–Friday

8 a.m.–5 p.m.

Water Operations Division

(562) 407-2674

Water Emergencies

(after hours, weekends and holidays)

(562) 860-4018

Water Conservation Tips

- Use sprinklers or hoses during off-peak hours, such as in the early morning or evening to reduce evaporation and interference from wind. Check the sprinkler system frequently and adjust sprinklers to avoid watering homes, sidewalks or streets.
- Run only full loads in clothes washers and dishwashers.
- Avoid flushing toilets unnecessarily; dispose of tissues, insects and other similar waste in the trash instead.
- Don't leave the water running when washing dishes, brushing your teeth or shaving.
- Wash your produce in the sink or a pan that is partially filled with water instead of running water from the tap.
- Fix leaking faucets and save 20 gallons of water per day.
- Store drinking water in the refrigerator rather than letting the tap run to get a cold glass of water.
- Use a broom instead of a hose to clean your driveway or sidewalk and save 150 gallons of water each time.
- For fish owners, when you clean your fish tank, use the water you've drained on your plants. The water is rich in nitrogen and phosphorus, providing you with a free and effective fertilizer.

How the City of Cerritos Saves Water

Faced with ongoing drought conditions in California, the City of Cerritos has taken several measures to conserve its natural resources through a recycled water distribution system. Cerritos irrigates more than 200 acres of City-owned property, including most parks, parkways, decorative fountains and medians, with recycled water. The use of recycled water saves approximately 815 million gallons of potable drinking water per year, and is billed monthly at about half

the cost of drinking water. In addition to being used on City-owned property, recycled water is also used to irrigate school landscapes, Cerritos college, a county park, a cemetery, freeway landscaping and privately owned landscaped areas, such as the Cerritos Towne Center and commercial nurseries.

For more information about the City's recycled water system or water conservation, call the Water Operations Division at (562) 407-2674.



City of Cerritos Water Billing
P.O. Box 3127
Cerritos, CA 90703-3127
(562) 916-1235
cerritos.gov/waterbilling

Sign Up
to automatically pay your
Cerritos water bills

