

Automatic Payments

If you want to guarantee your payment gets to us on time or simply avoid the hassle of check writing, we have a great program for you!

Eliminate worries about late payments and the cost of writing and purchasing checks by having your water bill paid directly from your bank account automatically without any additional charges.

You will continue to receive your bills to review them before any payments are made. Just complete the attached form and mail it to us to enroll in our Automatic Payment Program.

Frequently Asked Questions

Q: When will my automatic payments begin?

A: A message on your bill will confirm your participation date. Please continue to pay your bill as you normally would until you receive notification on your bill.

Q: When does the money have to be in my bank account?

A: A message on your bill will indicate when your bank account will be charged.

Q: What if I have questions about the bill amount?

A: Just call us at (516) 327-4100 at least 5 days before the date we will charge your account and we will clarify any questions before the payment is deducted.

Q: Is there a charge for automatic payments?

A: There is no charge from WAWNC for automatic payments, however some banks charge for this service. Check with your bank before you enroll.

Q: Who can participate in automatic payments?

A: Customers with a good payment history are eligible.

Q: Will I have a record of the transaction?

A: Both your bank statement and your water bill will serve as a record of this transaction.

Q: How do automatic payments benefit the Water Authority?

A: Automatic payments are a cost effective way of processing your payment that helps us to keep costs low and minimize water rates.

Q: What is ACH?

A: Automated Clearing House (ACH) is the method used to debit your account directly. The two terms "ACH" and "Automated Payments" are often used interchangeably.

Q: What if I have further questions?

A: You can speak to one of our customer service representative at (516) 327-4100 to help you with your questions.