



HAWAII WATER SERVICE COMPANY

Automatic Payment Service (APS) Application Form

APS automatically pays your utility (water and/or sewer) bill by deducting the amount owed from your checking (or Bank of America savings) account each month. To sign up for APS, complete the required information below and sign the authorization signature line.

Submit completed authorization form along with a voided check for the account from which you want your payments withdrawn. Any amount presently due should be paid separately, since APS will not be activated until the next billing cycle.

Once APS is activated, the amount owed will be deducted automatically each month from the designated checking or savings account (Bank of America savings) 10 calendar days after the billing date.

To enroll in APS, please print, complete, and mail this page to:
Hawaii Water Service Company
P.O. Box 384809
Waikoloa, HI 96738

Type of Account (check one): Residential Commercial

10-Digit Hawaii Utility Account Number: _____

Name on Utility Bill: _____

Service Address: _____

Daytime Phone # _____ E-mail _____

Date of Birth (__ __ / __ __ / __ __ __ __)

I hereby authorize Hawaii Water Service Company, hereinafter called Hawaii Water, to initiate debit entries to my personal checking (or Bank of America savings) account. The debit will be processed in the full amount of the Hawaii Water bill 10 calendar days from the bill date.

Print Name: _____

Signature: _____ Date: _____

ATTACH VOIDED, BLANK CHECK TO APPLICATION.

Hawaii Water Service Company

Automatic Payment Service (APS) FAQ

What is APS or Auto-Pay?

APS (also known as Auto-Pay) is a fast and reliable way to pay your utility bill. When you use APS, you authorize Hawaii Water to collect payment for your utility bill directly from your checking account. (Savings account deductions are only available through Bank of America.)

What are the benefits of Hawaii Water's APS Payment?

You save time because there are no checks to write. You save money by avoiding the cost of mailing. You can be assured your utility bill will be paid in full and on time even if you are away from home. With APS, you still receive a paper bill that shows the withdrawal date and amount.

Can I set up Auto-Pay to be deducted from a credit card?

APS payments can only be deducted from your bank checking or Bank of America savings account. Pending Hawaii Public Utilities Commission approval, customers will soon have the option to pay via credit card by calling a toll-free automated payment phone number.

How much will APS cost me?

Automatic payment is a service provided by Hawaii Water at no charge to our customers.

How will I know the amount of the payment and when will I be debited?

When you receive your utility bill in the mail, you will see a message on your bill stating that you're on automatic payment, the dollar amount, and when the payment will be applied.

Example: Automatic payment of \$79.95 will be applied on 4/5/2012. Debiting of your checking or savings account will be 10 calendar days from the billing date for the full amount of your utility bill.

What if I think my bill is incorrect?

For questions concerning the accuracy of your utility bills, contact the Hawaii Water Customer Center as soon as you receive your utility bill. Every effort will be made to make any necessary corrections before the due date.

How do I enroll?

To enroll, please complete the application form found on the previous page. The form is also available for printing from the Hawaii Water web site at www.hawaiiwaterservice.com or by contacting the Hawaii Water Customer Center at (808) 883-2046 or toll-free (877) 886-7784. Complete the form, **attach a voided check**, and return it to the Hawaii Water Customer Center at 68-1845 Waikoloa Road, Unit 116, or mail it to P.O. Box 384809, Waikoloa, HI 96738.

How do I discontinue APS service with Hawaii Water?

You can discontinue your APS arrangement at any time by writing or calling the Hawaii Water Customer Center. For telephone cancellations, please have your Hawaii Water bill available for verification.

Hawaii Water Service Company

Automatic Payment Service Policies

1. All applications for automatic payment **must** be made on a Hawaii Water Automatic Payment Service Application Form.
2. A separate form must be submitted for **each** account.
3. All applications must include a **voided, blank check** to insure the accuracy of customer's checking account routing and account numbers.
4. Customers will be charged \$10 for automatic payments rejected by the banking institution of the customer's account.
5. **The customer is responsible for notifying Hawaii Water of changes in bank account information. When bank account information changes, the customer is also responsible for completing a new application form and submitting a new voided, blank check.**
6. Hawaii Water reserves the right to deny any application or cancel current automatic payment arrangements with any customer without penalty.