



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

Automatic Payment Plan (APP) Application

The City of Houston now offers automatic payment of your water/wastewater bill directly from your bank or credit union checking account. To pay your account automatically, please complete this application and return it with the requested information to the address above. If available, please attach a voided check or a letter from your financial institution confirming the information **highlighted** below. *Do not send temporary checks or deposit slips.*

You must continue to pay your bill normally until the process of verifying your information is complete. Until automatic payment begins, your bill will display the message "We Are Processing Your Payment Plan Application and Will Notify You When We Start Drafting Your Account." Once verification is complete and you are enrolled in APP, you will continue to receive a monthly water statement for information purposes only. This statement will display the message "No Payment Is Required. Bank Drafting Is Now In Effect."

You must notify Utility Customer Service whenever your payment account changes. Changes require a new verification during which time you must send your payment to Utility Customer Service. If you fail to notify us of an account change or your draft is returned for insufficient funds, your APP will automatically terminate and you cannot reapply for six months. **A \$24.00 non-refundable fee will apply to any dishonored payment.**

Utility Account Number: _____

Name on Water Bill: _____

Utility Service Address: _____

Work Phone Number: _____ Home Phone Number: _____

Bank or Credit Union Information:

Name: _____

Routing Number: _____

Checking accounts only

Account Number: _____

Phone Number: _____

Joint Account: Yes No

Names Appearing on Account: _____

I authorize the City of Houston to deduct my monthly water bill payments from my account at the bank or credit union shown above. I also understand that the City of Houston or my financial institution may terminate the Automatic Payment Plan at any time:

Signature: _____

Date: _____, 20____

Account Holder

Signature: _____

Date: _____, 20____

Second Account Holder for Joint Accounts