

CITY OF

VICTORVILLE



760-955-5001
FAX 760-269-00236
customerservice@ci.victorville.ca.us
14343 Civic Drive
P.O. Box 5001
Victorville, California 92393-5001

Automatic Payment via Electronic Funds Transfer (EFT)

GOOD NEWS! The City of Victorville is now offering the option of having your utility bills automatically paid via Electronic Funds Transfer (EFT) from your checking or savings account.

No longer will you need to mail your check, or call our customer service line to pay by check/credit card. Never worry about a late fee or having your water service disrupted! Go to our website at <http://ci.victorville.ca.us> to print the instructions and the form. Bring or mail your completed, signed form to the City of Victorville Customer Service Department, and we will enroll you for automatic debit of your account. Your first payment will be debited on the due date listed on your next bill.

The total outstanding balance will be the amount taken as payment. To cancel your EFT automatic payment, please call, email, or come to City Hall to speak to a customer service representative at least thirty (30) days before your next EFT payment auto debits from your banking account.

If you have further questions, please call our customer service line at [760-955-5001](tel:760-955-5001) or visit our Customer Service Representatives (CSR) at City Hall. You may also direct your questions via email to customerservice@ci.victorville.ca.us .

We are looking forward to providing you with great customer service!



CITY OF VICTORVILLE
Automatic Payment via Electronic Funds Transfer (EFT)
Terms and Conditions

Customer Requirements:

Specifically, by participating in automatic withdrawals or EFT payments for your Utility (Solid Waste and Water) Bills, you have agreed that:

You are subject to these terms and conditions until such time you discontinue your EFT payments. By completing and signing the enrollment form, you are confirming that you accept these Terms and Conditions including any future modifications thereof.

Contact Information:

It is your responsibility to ensure that the City has all the current information should you make any changes to your bank account including, but not limited to, changing banks, changing account numbers, any personal information such as a name change on your bank account, address, phone numbers, and email address.

In order to participate in EFT payment service from your bank account, you must have a current/valid U.S. bank account at a financial institution where the payment will be withdrawn. Your City of Victorville utility account must be an active account.

Your Commitment To Us:

It is your responsibility to ensure there are sufficient funds available in your checking or savings account to meet each withdrawal on your due date. If there are insufficient funds in your account, your financial institution and City of Victorville may charge you a fee and/or interest. You are solely responsible for paying any fee and/or interest charged by your financial institution and/or City of Victorville. Check your account statement to verify that the amounts debited from your account are correct.

Advise us if the payment account is transferred or closed, or if the account details change no later than thirty (30) business days before your next due date.

Arrange an alternate payment method if you cancel the scheduled withdrawal.

Payment Obligations:

On your due date, we will deduct your outstanding balance owed from the payment account you designate. Your billing statement will indicate that it is being paid through EFT when this service is activated. In the event that City of Victorville makes a billing adjustment to the account, the adjustment may not reflect in your balance until the next billing cycle.

If two requests are returned for insufficient funds, you may be excluded from using EFT for up to twelve (12) months to make payment via EFT. After that time, you may apply again for automatic withdrawals from your banking account via EFT payment. If you need to update your checking or savings account information, you can do so by calling/emailing our customer service department at 760-955-5001, customerservice@ci.victorville.ca.us, respectively.

However, to the extent this information requires updating, and such updates are not made prior to the applicable payment deadline (as discussed in detail above), all applicable additional charges, including, but not limited to, late fees and/or interest, may be assessed. If the transaction is refused by your financial institution for any reason, including, but not limited to, insufficient funds, closed account, or unauthorized account, City of Victorville will not be able to process your payment. Your City of Victorville account may be subject to additional charges if your payment is rejected, reversed, or refused by your financial institution.

To cancel an EFT withdrawal, you will need to notify City of Victorville Customer Service at least thirty (30) business days prior to your next due date before the transaction is scheduled to occur.

Termination:

Participation in City of Victorville automatic debits via EFT payment is completely optional. We reserve the right to discontinue accepting EFT payments at any time, for any reason without prior notice. We may send notification of termination of EFT payment anytime after the termination is effective. We also may temporarily discontinue accepting EFT payments, within our sole discretion. Termination does not affect your rights and obligations for EFT payments prior to termination.

These Terms and Conditions do not supersede, modify or in any way mitigate your obligation to be bound by and comply with the City of Victorville Terms and Conditions.

Other Terms and Conditions:

City of Victorville has no responsibility for any failure or error in an EFT payment, including without limitation, any interruption, omission, mistake, malfunction or delay related there.

City of Victorville reserves the right to change any terms and conditions of the EFT payment service. You may review the most current version of the applicable terms and conditions at any time by visiting our website. Updates and changes to the terms and conditions of the EFT payment service will be effective when posted on this site. Your continued use of this site or any services provided hereunder after any changes in such terms and conditions shall constitute your consent to such changes. City of Victorville reserves the right to change, modify or discontinue, temporarily or permanently, the site or any portion thereof, without notice. You agree that City of Victorville shall not be liable to you or to any third party for any modification, suspension or discontinuance of the EFT payment service.

CITY OF VICTORVILLE SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT, REVENUE OR DATA WHICH ARISE FROM OR IS RELATED TO THE USE OF THE AUTOMATIC WITHDRAWAL VIA ELECTRONIC FUNDS TRANSFER PROVIDED TO YOU THEREUNDER. IN ADDITION, YOU AGREE TO INDEMNIFY AND HOLD CITY OF VICTORVILLE HARMLESS FROM ANY ACTIONS, CLAIMS, DAMAGES, LIABILITIES OR LOSSES ARISING FROM OR RELATED TO THE USE OF THE EFT PAYMENT SERVICE.

I HAVE READ AND UNDERSTAND THE FOREGOING AGREEMENT AND AGREE TO BE BOUND BY ALL ITS TERMS AND CONDITIONS.