

CHECKLESS PAYMENT PROGRAM



FREQUENTLY ASKED QUESTIONS

- **What is the Checkless Payment Program?**
With the Checkless Payment Program (CPP), your payment is automatically deducted from your checking or savings account. You do not need to worry about finding the time to write a check and mail your payment. With CPP, your payment is always collected on the due date.
- **How do I sign up?**
Complete all sections of the Authorization Agreement, sign, and enclose a voided check if you choose to have the deduction made from your checking account. Enclose a voided deposit slip if you choose to have the deduction made from your savings account. Please verify with your Financial Institution the correct ACH banking/routing information.
- **Is there a charge for this service?**
No. AWHR does not charge for automated bill payments.
- **When will this take effect?**
Continue to pay your account by check until the notice on your bill states, "Do Not Pay". This will take approximately 4-6 weeks. Each month thereafter, please verify that your payment was deducted from your account.
- **Will I still receive an invoice?**
Yes, you will continue to receive a monthly invoice. There will be a "Do Not Pay" notification on the invoice, as the amount will be deducted automatically from your account.
- **How will my bill be paid?**
On the due date shown on your bill, your Financial Institution will automatically deduct the current due amount from your bank account. The monthly statement from your financial institution will also provide a record of the charge made to your account.
- **What if I have questions about my bill?**
Contact AWHR customer service at 1-866-675-2947.
- **What if I move?**
You must notify AWHR in advance of your move so that we may close out your account and stop the automatic bill payment process.
- **What if I change my Financial Institution?**
You must notify our customer service at 1-866-675-2947 of your change. Please allow 30 days for your old and new Financial Institutions to make the necessary changes. Do not close out your old account until you are certain that funds are being drawn from your new account.
- **What if I decide to end my participation in the Checkless Payment Program?**
You may request to terminate your participation in the program at any time by notifying AWHR in writing. It will take AWHR up to 30 days to work with your Financial Institution to cancel the automatic payment process.