

QUESTIONS & ANSWERS

How will I know when my enrollment in the Direct Payment Plan has been activated?	It will take up to 15 working days after we receive your application to complete your enrollment. Continue to pay your bill as you always do until you receive notification from The City of Paso Robles that you are enrolled in the Direct Payment Plan. After you are enrolled, you will continue to receive a copy of your utility bill. The total amount of your bill will be deducted from your checking account on the 20 th day of the month billed. This will provide you enough time to ask any questions you may have about your bill before the deduction is made from your account.
How can I be sure that my Water and Sewer Bill has been paid?	The bank statement you receive from your financial institution will clearly identify each payment. Also, each copy of your utility bill from the City of Paso Robles will reflect the payment of your previous bill by the Direct Payment Plan.
How do I cancel my enrollment?	You can request cancellation of your enrollment in the Direct Payment Plan at any time by <i>notifying the City of Paso Robles in writing</i> . You will receive notification of the termination within 15 working days after we receive your request.
What happens if my bank rejects my payment?	Your bank may reject payments as a result of insufficient funds, closed/unauthorized accounts or other reasons. If your payment is rejected, the City of Paso Robles will charge a processing fee on your next utility bill. The City of Paso Robles reserves the right to terminate your participation in the Direct Payment Plan if you payment is rejected more than once within a 12-month period.