



*Cleveland County Water
439 Casar Lawndale Road
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BANK DRAFT INFORMATION & PROCEDURES

Thank you for inquiring about setting your water account up on automatic bank draft. This letter explains the procedures that are followed in handling all draft accounts. You will need to complete the Authorization Form in order to set your account up on draft. When filling out the form, please make sure that every question is answered completely, including attaching a copy of a voided check, or the draft form will be returned.

It is the customer's responsibility to verify the complete bank account number. If for any reason the information given is not correct, the customer is responsible for any return and service charges that may accrue.

PROCEDURES

Once a form has been received and bank draft is set up, you will still receive a bill every month, showing the time that your account could be drafted. All accounts are drafted at the same time, and it is usually on or around the 9th of every month. If your draft is returned to us for any reason, it will be handled the same as our returned checks, resulting in a service charge. Your account will then be taken off draft and can only be reinstated at your request by filling out a new Authorization Form.

If at any time a change needs to be made, a new Authorization Form must be filled out.

If you close or change your bank account, it is the customer's responsibility to notify CCW in writing to take the account off draft or make necessary changes.

Again, we thank you for inquiring and setting your account up on draft. If you have any questions, please feel free to call me any time at (704) 538-9033 extension 104.

Thank you,

Jennifer Mathis
Accounting Technician