



*Cleveland County Water
439 Casar Lawndale Road
PO Box 788
Lawndale NC 28090
Phone: (704) 538-9033 Fax: (704) 538-9011*

BANK DRAFT INFORMATION & PROCEDURES

Thank you for inquiring about setting your water accounts up on draft. This letter explains the procedures that are followed in handling all draft accounts. Also, enclosed is the authorization form that needs to be completed in order to set your account up on draft. When filling out the draft authorization form, please make sure that every question is answered completely, 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 set up, it could take up to two months to be authorized by our bank. You will still receive a bill every month after your account has been set up showing the time that your account could be drafted. All accounts are drafted at the same time and it is usually around or on the 9th of every month. If your account 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 your water account, no final bill will be drafted. If you close your checking account, it is the customer's responsibility to notify us in writing to take the account off draft!

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,

Dawn Cape
Accounting Technician