

EZ PAY Frequently Asked Questions

What is the EZ Pay Automatic Payment Plan?

It's a great way to have your sanitary, storm and water bill deducted from your checking account.

How is it easier than paying your bill by check?

You don't pay for checks, postage or transportation. There is no check to write and you'll never be late for a payment even if you are away from home.

So... How does this system actually work?

It's simple. Just fill out the EZ Pay agreement form authorizing the Village of Allouez Water Department to automatically deduct the amount of your Allouez sanitary, storm and water bill from your account. Send the signed form to us with a voided check from your checkbook. We will take care of the rest.

Will I still get a bill from the Village of Allouez Water Department?

You will get a bill showing your charges via the delivery method you chose (mail or e-mail). It will also indicate what amount will be deducted from your checking account.

When will my EZ Pay payment be deducted?

Your account will be charged on the due date shown on the bill.

Are there any charges for this convenient EZ Pay program?

There is no charge for the EZ Pay program from the Village of Allouez Water Department, although your financial institution may charge for this type of transaction. You may want to call them and ask. However, you will save money you're currently spending on checks, postage and transportation.

How will I know my bill has been paid?

Depending on your bank's printing capabilities, your EZ Pay deduction will be listed on your bank statement as ALLOUEZ WATER.

What if there is not enough money in my bank account to cover the payment?

Just as if you were paying by check, an NSF fee will be added to the amount you owe on your sanitary, storm and water bill. You will be contacted if this happens.

What happens if I change financial institutions?

Send us the name and address of your new financial institution and a new voided check. We'll take care of the transfer for you.

Can my payments be deducted from a savings account?

Yes, they can. Please call the Village of Allouez Water Department at 920-448-2808 for additional information.

How do I sign up for EZ Pay and when will my payments begin?

Read the EZ Pay authorization form carefully and fill in the required information. Mail it to us now or with your next payment. Be sure to include a VOIDED CHECK from the account you wish to use for your EZ Pay automatic payments. It takes about ten days for us to make arrangements with your financial institution. Your automatic payments will begin with the NEXT bill you receive AFTER you sign up for the plan.