TOWN OF HILLSBOROUGH WATER UTILITY BILL
AUTOMATIC PAYMENT PROGRAM (APP)

Now, it's easier, faster, and more convenient to make your Town of Hillsborough water utility bill payments. You can save time and money by using our Automatic Payment Program (APP). It's simple to set up and it's free! With APP, the amount of your water utility bill is automatically deducted from your bank account.

Complete all sections of this authorization agreement, sign, enclose a voided check and mail to Town of Hillsborough, Finance Department, 1600 Floribunda Avenue, Hillsborough, CA 94010. For additional information, please call 650.375.7402.

AUTHORIZATION AGREEMENT

SECTION A – APPLICANT INFORMATION		
Name as shown on your water bill account		
Property Address as shown on your water bill account		
Water account number		
SECTION B – BANK ACCOUNT INFORMATION		
Bank Name	Routing Number	
Account Number	Check one: ☐ Checking Account	☐ Savings Account
Name as shown on bank account		
SECTION C- SIGNATURE		
I hereby authorize the Town of Hillsborough and the financial institution listed above to debit the indicated bank account for the amount of my water bill account. I understand that I may terminate this agreement by giving notice to the Town. I may do this at any time in writing, but must allow a reasonable amount of time after receipt for the Town to act upon it. I understand that additional service charges may apply if payment is returned due to insufficient funds.		
Applicant's Signature		Date
Daytime phone number including area code		

FREQUENTLY ASKED QUESTIONS.

Q. How do I sign up?
A. Complete above authorization agreement, sign, enclose a voided check and mail to the Town.
Q. How will my bill be paid?
A. On the date shown on your water bill, the Town will inform your financial institution of the amount due. Your bank will automatically pay that amount from your account.
Q. How will I know how much my bill is?
A. You will receive your water bill as usual, showing the date and amount that will be due.
Q. When will Automatic Payment start after I mail back the authorization?
A. Allow 6-8 weeks. Please continue to pay until notification is made on your water bill.
Q. What if I have a question about my bill?
A. Simply call the Finance Department if you have questions about amounts due, stopping a payment or canceling this service.
Q. How can I be sure my bill has been paid?
A. Your payment will be clearly itemized on your bank account.
Q. Is there a charge for this service?
A. No. This service is free.