

We know you're busy. You're looking for ways to save time and money. You asked us for a faster, more convenient way to pay your water bill, and we heard you.

Newport News Waterworks is pleased to offer you Direct Debit Service, the safe and easy way to pay your water bill automatically. And best of all, it's free!



Newport News Waterworks

P.O. Box 979
Newport News, VA 23607

Customer Service
757-926-1000
www.nngov.com/waterworks

Customer
Service
Call
Center
Hours:

8 a.m. to 5 p.m.
Monday-Friday

Two
Newport
News
locations
to serve you:

700 Town Center Dr.
Newport News

2600 Washington Ave.
Newport News

For More
Information
Call:
757-926-1000

The easy, convenient way to pay your water bill—automatically.

**You Asked.
We Listened.**



Announcing
Direct Debit Service
from
Newport News
Waterworks

Quality • Reliability • Community

▶ No more checks!

▶ No more stamps!

▶ No more worries!

About Direct Debit Service

What is Direct Debit Service?

Direct Debit is a safe, free, convenient way to have your water bill paid directly from your bank account.

How will my bill be paid?

On the date shown on your bill, Newport News Waterworks will inform your financial institution of the amount due. Your bank will automatically send your payment each billing period.

How will I know how much my bill is?

We will continue to mail your regular billing statement. It will itemize your charges, and the total amount to be deducted from your account will be clearly listed.

What if I find a mistake or have a question about my bill?

If you have any questions after reviewing your statement, just call our Customer Service Center at 757-926-1000, and we'll respond promptly.

Can I withdraw Direct Debit payments from a savings account?

Yes. When authorizing us to withdraw your payment from a savings account, send a voided deposit slip instead of a check.

What if I change banks?

If you change financial institutions or banking information, you must complete a new application.

How will I know when Direct Debit Service has started?

It may take six to eight weeks for Direct Debit Service to take effect. When the service is activated, "AUTO PAY" will be printed on the payment stub, indicating that the amount will be deducted from your bank account on the posted DUE DATE. Until this information prints on your statement, please continue to pay your bill by your usual method. The amount paid will be clearly itemized on your monthly banking statement.

What if I want to stop Direct Debit Service?

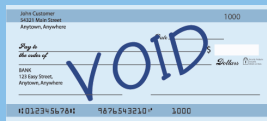
You may cancel Direct Debit Service by sending a written request, including your Newport News Waterworks account number and your service address, to Newport News Waterworks at least ten (10) business days before your next bill due date. Note: If Waterworks has already submitted a payment request to your bank, the payment cannot be stopped. Your Direct Debit Service will not be terminated until the next billing period.

How do I sign up?

Just complete the form on the right and return it to us with a voided check (or pre-printed deposit slip for savings accounts). Or apply online at www.nngov.com/waterworks.

Just send your completed form with a blank, voided check (see picture) to:

Newport News Waterworks
P.O. Box 979
Newport News, VA 23607



Sign up today...

Learn about our other new service options. Visit our website at www.nngov.com/waterworks

Newport News Waterworks Direct Debit Service Application

Please sign me up for the Newport News Waterworks Direct Debit Service. I have enclosed (1) the application, (2) a voided check (or deposit slip for a savings account), (3) a check for the current amount due, (4) my water bill payment stub (return portion), and I have signed the application.

Name: (Please print) _____

I authorize Newport News Waterworks and my financial institution to automatically deduct all future water bill payments from my bank account. I understand that both Newport News Waterworks and my financial institution reserve the right to terminate this authorization and my participation therein. I also understand that I must notify Newport News Waterworks in writing if I choose to terminate this authorization.

Service Address: _____

City: _____ State: _____ Zip: _____

Waterworks Acct. #: _____

Telephone: Day _____ Evening _____

Signature: _____ Date: _____

Type of account: Checking _____ Savings _____

Signature: _____ Date: _____

Important information: Your signature is required and must match the name on the voided check. If a joint bank account is used, all owners must sign. If your payment is not honored for any reason, it will be treated like a returned check. A returned check fee will be added to your account for each occurrence of a non-paid debit. If Waterworks must terminate water service due to nonpayment, additional fees will be applied to your account. Newport News Waterworks reserves the right to discontinue your participation in the Direct Debit Service if your payment is rejected more than once in any twelve-month period.