Frequently Asked Questions

Question: What is the advantage of the **EasyPay** Direct Debit Program?

Answer: By signing up for **EasyPay**, your bills will always be paid on time. No more delinquent fees because you are on vacation or have a very busy schedule and have forgotten to make out a check and send it. You will also save on postage and checks and there will be no need to come into City Hall every two months to make sure your payment is on time.

Question: How long does it take to get **EasyPay** started?

Answer: Please allow 6-8 weeks from when we receive the enrollment form for it to be processed. Please continue to pay your bill until it states that you are enrolled in **EasyPay**.

Question: With **EasyPay**, how will my bill be paid?

Answer: You will receive your bi-monthly bill as usual. Twenty days after the issue date of your bill, the City of Monterey Park will notify your bank of the amount due. The bank will automatically deduct that amount from your account.

Question: Is there a charge for this service?
Answer: No, there is no charge.

Enrollment is Simple!

Simply fill out and sign the enclosed Enrollment Form. Along with a voided blank check from the bank account from which you wish to pay, simply return this with your payment check and bill stub for this month. You may also drop off the Enrollment Form along with a voided blank check at the City Hall cashier counter or mail it to City Hall at any time to the mailing address listed below:

City of Monterey Park
Attn: Utility/Billing Division
320 West Newmark Avenue
Monterey Park, CA 91754-2896

City of Monterey Park Utility Billing
(Water & Trash)
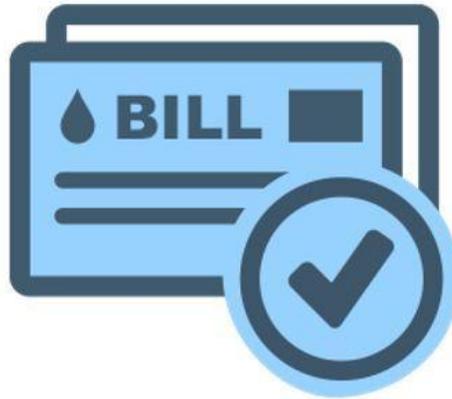
Introducing: A new way to pay your Utility Bill

EasyPay

DIRECT DEBIT PROGRAM

What is EasyPay?

The City of Monterey Park is offering a new service, **EasyPay**.

EasyPay is a "Direct Debit" program that works with your bank as a quick and simple way to pay your utility bill.

Application & Authorization
EasyPay Direct Debit Agreement

1. Complete and sign this **EasyPay** Direct Debit Program application/authorization.
2. Return your completed application, a voided check from the financial institution account you wish to have debited, along with your check and payment stub for this month's utility bill sealed in an enclosed envelope.
3. If the checking account is a joint account, please include the name and signature of both parties.

_____
PRINT NAME (Must match name on check)

_____
SIGNATURE   *DATE*

_____
PRINT NAME (Must match name on check)

_____
SIGNATURE   *DATE*

I/We hereby authorize the City of Monterey Park (henceforth noted as "City") and the financial institution indicated to deduct from my/our checking account, payment for my/our utility bill. I/We understand that both the City and my/our financial institution reserve the right to terminate this authorization and my/our participation therein. If I/we choose to terminate this authorization, I/we will immediately notify the City.

WATER/TRASH UTILITY INFORMATION

_____
NAME (Please print full name as it appears on the bill)

_____
Monterey Park, CA 9175_
SERVICE ADDRESS

_____
TELEPHONE NUMBER

_____
WATER/TRASH ACCOUNT NUMBER

FINANCIAL INSTITUTION INFORMATION

_____
NAME OF FINANCAL INSTITUTION

_____
ROUTING NUMBER PLUS CHECKING ACCOUNT NUMBER
(All the numbers on the bottom of your check)

Question: Who is eligible for **EasyPay**?
Answer: EasyPay is open to all residential and business customers billed by the City of Monterey Park.

Question: How can I be sure that my bills have been paid?
Answer: Each **EasyPay** payment will be clearly identified on the account statement that you receive from your bank, credit union, or financial institution each month, and each subsequent utility bill will reflect any payments received.

Question: What if I want to contest the amount of my bill?
Answer: Your right to dispute your bill is in no way affected by the **EasyPay** plan. To avoid automatic debit, call us at (626) 307-1342 within 15 days from the issue date of your bill.

Question: What if I want to cancel **EasyPay** or have other questions?
Answer: Simply call (626) 307-1342 for more information or to stop this service.

Question: What happens in the event of a rejected payment?
Answer: Because of insufficient funds, closed/unauthorized accounts, or other reasons, your financial institution may reject payments. Check with your financial institution for any possible fees that may be imposed because of a returned payment. If your payment is returned, the City of Monterey Park will bill you directly and a delinquent fee will be added to your bill.