

Direct Payment

Littleton Electric Light and Water Departments ♦ 39 Ayer Road, Littleton, MA 01460 ♦ 978-486-3104 ♦ www.lelwd.com

As part of our continuing commitment to provide you with the best service possible, Littleton Electric Light and Water Departments proudly present Direct Payment. Through Direct Payment, you will never again have to write a check or remember to mail your light and water payments. You will still receive your monthly electric bill and quarterly water bill; however, on a specified date, the amount of your bill will automatically be deducted from your checking account.



Frequently Asked Questions:

Q. Will it cost me more to enroll in this program?

A. No, in fact we will credit your account the amount of the base customer charge the first month that you are enrolled as a bonus for signing up.

Q. What if I think my bill is incorrect?

A. You have **14 days from the bill date** to call us to dispute the bill before the payment is deducted from your account.

Q. Where do I find my bank information?

A. Your **ABA Number** (also called your Bank Routing Number) is a nine-digit number located in the bottom left-hand corner of your check and is unique to your financial institution.

Your **Bank Account Number** is also located at the bottom of your check, usually next to the ABA. The number of digits used for your bank account number varies among institutions.

Jane Doe
Main Street
Anytown, USA

Date _____

Pay to the order of _____ \$ _____
Dollars

For _____

000000000 00000000000 0000

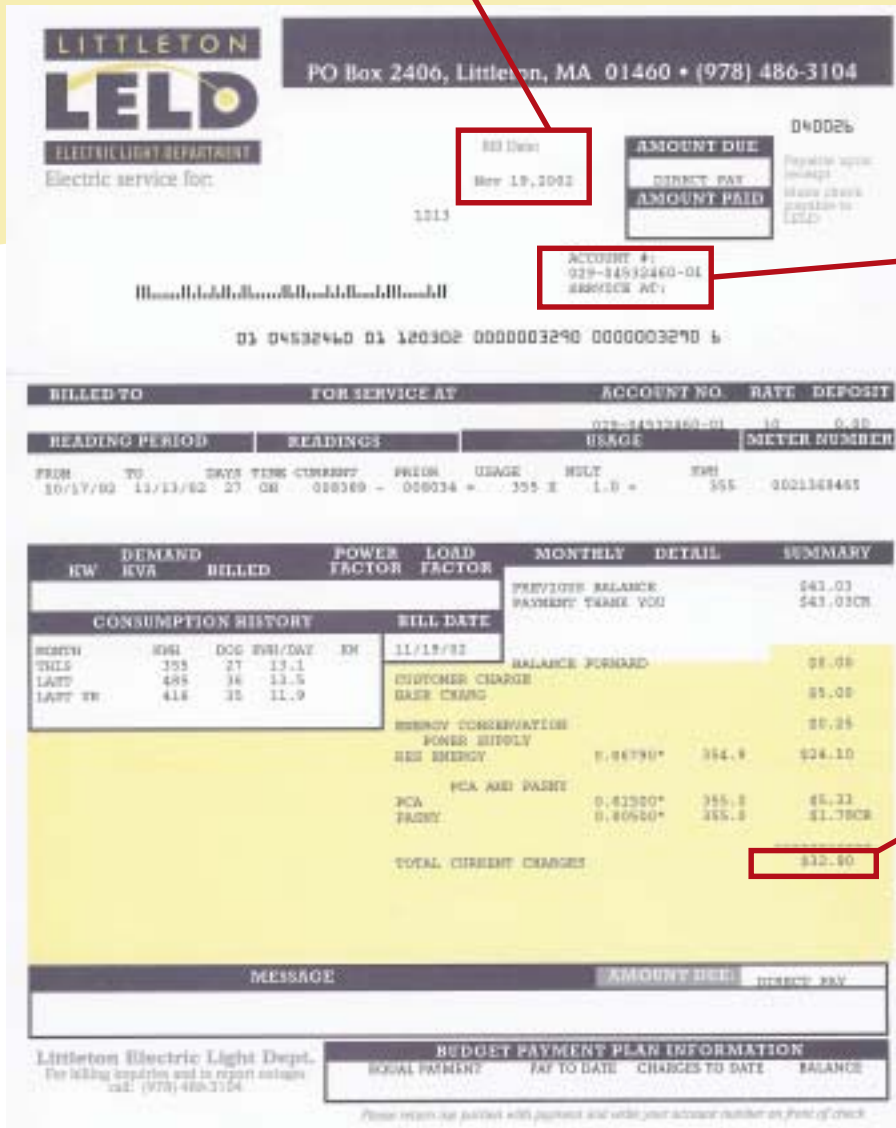
ABA # ACCOUNT # CHECK #

Q. If I already pay my bills online through a third party payment service like Fleet HomeLink, why should I change?
A. When you pay your bill through a third party payment service you may think that it is a direct electronic transfer, however, it is not. Third party payment services issue checks to us which cannot be processed by our bank. We must manually post the payments to each account, costing us time and money. Also, many services charge a transfer fee, while ours is free. Our Direct Payment program is an actual electronic transfer from your checking account to our bank account.

Q. How do I sign up?

A.

1. Complete the form on the back of this sheet.
2. Attach a voided check.
3. Mail it to LELWD, PO Box 2406, Littleton, MA 01460 or drop it off at our offices at 39 Ayer Road, Littleton. **(PLEASE DO NOT ENCLOSE THIS FORM WITH YOUR BILL.)**



Direct Payment Authorization Form

Customer Name _____

Address _____ Town _____

Electric Account Number _____

Your account number can be found at the top of your electric and water bills. Please note that it will be a different number for each account.

Water Account Number _____

Bank _____

ABA Number _____

Checking Account Number _____

Signature _____

Joint Account Owner Signature _____

I agree to establish payment from my checking account beginning with my next bill. I authorize LELWD to instruct my bank to make payments directly from the account indicated on this form. I understand that I will control the payments, and that if I wish to discontinue this service I may simply notify LELWD at any time.