CITY OF ESCONDIDO
AUTO-PAY CUSTOMERS
IMMEDIATE ACTION REQUIRED

Dear City of Escondido Auto-Pay Customer:

You are receiving this letter because action is required by you to continue paying your water and/or wastewater bills through automatic payment.

Banking security requirements have changed, so the City had to transition our website and phone payments to a third party vendor, which occurred on October 20th, 2015. Due to this transition, we have been informed this week that our auto-pay customers will be required to establish an online account in order to continue with the auto-pay service. The City of Escondido apologizes for this inconvenience, as we had originally planned to transition these established accounts without this step. However, due to technical difficulties with the transition of information, this step is now required by our previously established auto-pay customers. Auto-pay customers **who wish to continue using auto-pay** must go to this City of Escondido web page.

https://www.escondido.org/ub-payment.aspx

Please follow the instructions that you find on this web page to log-in to the third party vendor so that you may continue using auto-pay. Once you log-in, **follow steps three through nine** of the attached instructions, "How to Register and Set Up Your Auto-Pay," or follow the summary of those instructions below.

Summary of Instructions:

> Step 3: Click on the "BILL" tab
> Step 4: Check the box marked "Check to Pay"
> Step 5: Click the clock icon, under "Schedule to Pay," to set up AUTO-PAY
> Step 6: Select your Payment Method
> Step 7: Check the box to authorize the automatic payment
> Step 8: Select "Automatic Payment" for your Payment Plan Type
> Step 9: Click "Save" at the bottom right of the screen

The deadline to complete this is before your next billing cycle but **please take action immediately** so that auto-pay services are continued uninterrupted.

Please note, you now have more options for paying your utility bill, you may use your checking or savings account (e-check), or you may NOW use your Visa or MasterCard. Understand that your previously used account has already been loaded in the system and you will find that under the "Payments Method" tab. If you wish to change that, you will need to do so under the "Payment Methods" tab.

Payments are withdrawn **three days prior to the due date** from your account.

Please note there are also changes to the way your bill looks: The City will no longer know which customers are on auto-pay and which customers are not. Therefore, your bill will no longer say "DO NOT SEND PAYMENT" and you will see messages which you did not see before. The messages may include, but are not limited to: please remit by due date in order to avoid 10% late fees.

If you have any concerns or questions, you may call a customer service representative of the City of Escondido at (760) 839 - 4682. We are able to assist you from the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding legal holidays.

ENC: HOW TO REGISTER AND SET UP YOUR AUTO-PAY

HOW TO REGISTER AND SET UP YOUR AUTO-PAY

The City of Escondido has contracted with Bank of America's Velocity payment system for acceptance of utility bill payments. This provides our customers with improved security and new convenience options, including:

- The ability to securely store multiple payment methods.
- Automatic payment of the owed balance each month via bank account debit (ACH) or credit card.

If your account had automatic payment enabled as of October 1, 2015, each customer will need to log in to the new payment system and setup auto-pay by completing the following steps in order to prevent interruption of your automatic payment enrollment.

STEP 1: Log in directly from the left side of the page, using Username=**Account Number** and Password=**Account PIN, in upper case, and with the - character included**. This information can be found at the top of your Utility Bill.

STEP 2: Follow the prompts to create a new password

STEP 3: Click on the **BILL** tab.

STEP 4: Check the box marked "**Check to Pay**"

STEP 5: Click the clock icon to set up AUTO-PAY

STEP 6: Select your Payment Method

STEP 7: Check the box to authorize the Payment Method

STEP 8: Select Automatic Payment

STEP 9: Click the "**SAVE**" button at the bottom of the screen.

Please note: the City of Escondido does not charge Convenience Fees.

To review your Auto-Pay, click the on the Payments List tab and you will see your pending payment.

ESCONDIDO
City of Choice

| Bill | Payments List | Payment Methods | Account Profile | User List | FAQ | Log Out |

Please do not use this website to make a payment if you are scheduled for interruption of service due to nonpayment.
We hope you enjoy this secure and convenient way to pay your utility bill. If you need additional assistance, please call the Utility Billing Department at (760) 839-4682. City Hall hours are 8 AM to 5 PM, Monday through Friday, excluding holidays.

Your changes have been saved

Payments List

Search Payments: [   ] Display [10 ▾] results Submit

One bill found. 1   Print

Status	Items	Bill	Source	Remittance ID	Pay Date	Amount	Action
PENDING	1	Utility Billing	Web		11/02/2015	$84.01	view |edit | cancel

Payments are accepted 7 days a week, 24 hours a day. Payments made via this website may take up to 48 hours to post to your utility account. If your payment **MUST** be received today, please come into City Hall to make your payment. **Please do not make payments here to restore services that have been interrupted for non-payment or are scheduled to be interrupted for non-payment.**