City of Santa Clara

Automatic Credit Card Payment Enrollment Form

To enroll in the City of Santa Clara Automatic Credit Card program, please complete all sections printing neatly and legibly, sign **both** authorization sections and return this form to the City of Santa Clara at the address listed below. If you have questions, call the Contact Center at **408-615-2300.**

Account Information and Payment Method Authorization

This is a (check one): ☐ New Application ☐ Updated Application

Name on Utility Bill: _____

Utility Account Number: 0 0 0 __ __ __ __ __ – __ __

Service Address: _____

Daytime Phone: _____ Evening Phone: _____

I authorize the City of Santa Clara to charge my utility payments to the credit card account number listed above. I will promptly notify the City when the expiration date changes or the credit card becomes invalid.

I understand that if at any time I wish to discontinue or make changes to this payment method, I will notify the City of Santa Clara at the address below or call the Contact Center at **408-615-2300**. I understand this program may start without any further notification. I understand there is a **$19.00** charge for declined or rejected credit card payments.

_____ _____

Signature of Utility Account Holder Date

Credit Card Information and Authorization

Name on Credit Card: _____

Type of Credit Card (check one): ☐ VISA ☐ MasterCard ☐ DISCOVER CARD ☐ AMERICAN EXPRESS

_____ __ __ / __ __

Credit Card Number Expiration Date (MM/YY)

_____

Mailing Address of Credit Card Holder (must be the same as on file with Credit Card Issuer)

_____ _____

Signature of Credit Card Holder Date

For City Use Only

☐ Approved ☐ Denied Reviewed By _____ Date _____

City of Santa Clara, Municipal Services, 1500 Warburton Avenue, Santa Clara, CA 95050

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Frequently Asked Questions

1. How much will the Automatic Credit Card Payment program cost me?

   The City of Santa Clara does not charge for this service.

2. If I pay my bill automatically, how will I know how much will be charged to my credit card?

   The amount charged is listed as the "Amount Due" on your utility bill.

3. When will my payment be charged?

   Your payment will be charged to your credit card on the "Past Due Date" listed on your bill.

4. If my payment is processed on the "Past Due Date", will I receive a late charge?

   No. Late Charges are assessed on the day after the "Past Due Date".

5. What if I have questions regarding my bill?

   *Please contact the Contact Center at **408-615-2300** for all billing questions.*

6. If I move within Santa Clara and I am already on the Automatic Credit Card Payment program, do I need to apply again?

   Yes. You would need to submit a new application. New Auto Credit Card applications and transfer requests generally take two (2) billing cycles to take effect. It is your responsibility to make payments on your account until Auto Credit Card is indicated on your bill.

7. What if I want to stop using the Automatic Credit Card Payment program?

   *Auto Credit Card changes and cancellations generally take two (2) billing cycles to take effect. To make changes or stop participation in the plan, please call **408-615-2300** or send your request to the address listed below. It is your responsibility to make payments until these changes are in effect.*

8. When will the Automatic Credit Card Payment program start?

   *New Auto Credit Card applications generally start within two (2) billing cycles. It is your responsibility to make payments on your account until your payment stub reflects **"Credit Card Payment"** in the amount enclosed box.*

9. Will my closing bill be paid automatically?

   Yes. The "Amount Due" will be processed on the "Past Due Date" stated on the closing bill.

For additional questions please call the Contact Center at 408-615-2300.

Our fax number is 408-241-1543.

City of Santa Clara
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