

# RRWA AutoPay or Epay

**Instructions--Complete the form and mail or email to:**

Rathbun Regional Water Association, Inc.

16166 Hwy J29

Centerville, IA 52544-8307

[rrwainc@rrwa.net](mailto:rrwainc@rrwa.net)

## Customer Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: (Best Contact Number) \_\_\_\_\_

Email address: \_\_\_\_\_

Customer Water Account Numbers:

\_\_\_\_\_

**Method of Payment (please circle one):** AutoPay (*smart meter required*) **OR** Epay

### AutoPay Method

- Vault payment method on our secure web portal
- Your meter will be read via Smart Meter Software online the 1<sup>st</sup> of each month
- An email will be sent detailing the meter reading, calculated gallons used and the amount due on the 1<sup>st</sup> of each month
- The amount due will be processed and deducted 5-7 days after email notification on the 1st
- Receive a confirmation email once the payment has been processed

### Epay Method

- Conveniently pay online instead of mailing your payment
- Flexible and secure online payment options
- Receive monthly email payment reminders
- Once Epay is requested as the payment method, you will receive an email before the end of the month with a temporary password which allows you to gain access to the online portal to setup your account

PAYPAL may appear or be included in the description on your bank or credit card statement next to your payment amount. RRWA uses Braintree, a division of PayPal, Inc., to securely process online payments.

RRWA will not be held responsible for overdraft or associated bank charges and can charge your account for a return item fee for any declined reason. Debit/credit card payments made online will incur a \$2.50 convenience fee.

If you have questions, please call customer service at 800-233-8849.