

Frequently Asked Questions – ACH Debit Payments

1. What is an ACH Debit Transaction?

The ACH Debit payment plan allows you to transfer funds by authorizing us to electronically debit (withdraw) funds from your checking account for the amount of your current quarterly sewer bill.

2. How do I set up an ACH debit payment plan?

Complete and submit the ACH form and mail or drop off the form. You can download the form at www.loxahatcheeriver.org 'Residential' 'Authorization Form'.

3. Is there a cost to use the ACH debit payment plan?

The District will not charge you a fee for ACH debit payments, please check with your financial institution regarding any fees they may charge you for this service, for which you will be responsible.

4. Will there be a charge for Non Sufficient Funds (NSF)?

There is no charge, but you are automatically removed from the ACH program. Therefore, please remember to call with change of banking information.

5. How can I stop making ACH debit payments?

Notify us in writing by at least thirty (30) days prior to a scheduled ACH transaction should you wish to stop ACH debit payments for your sewer bill.

6. How can I change the bank account from which ACH debit payments are withdrawn?

Submit a new Authorization Agreement to the District for ACH debits at least (30) days prior to a scheduled ACH transaction should you wish to change the ACH debit payments to a different bank account on all future sewer bill payments.