



**Gas Sample Form No. 79-1042**  
APS/Auto Pay Customer Application

Sheet 1

**Please Refer to Attached  
Sample Form**



# APS / Auto Pay Customer Application

Direct Payment is a safe, convenient, and confidential way to pay your recurring bills. It gives you the peace of mind that your bills are being paid on time, eliminating having to write and mail a check.

Enroll today and let Direct Payment simplify your life by taking the hassle out of paying your bills.

## FREQUENTLY ASKED QUESTIONS

**Q. What is Direct Payment?**

A. Direct Payment is a safe, convenient, and confidential method of automatic bill payment.

**Q. How do I sign up?**

A. Complete all sections of the form on the back, sign and return. Or sign up on-line at [www.DirectPaymentPlan.com](http://www.DirectPaymentPlan.com).

**Q. How will my bill be paid?**

A. On the date shown on your bill, your biller(s) will inform your banking institution of the amount due. The bank will automatically pay that amount from your account.

**Q. When will this take effect?**

A. Please continue to pay your biller directly until notification is made on your bill, which will be approximately 4-6 weeks.

**Q. What if my account is with a Credit Union or Savings & Loan?**

A. All financial institutions participate.

**Q. How will I know how much my bill is?**

A. Each biller will send you a copy of the bill at least 10 days before it is due and indicate when the amount will be paid.

**Q. What if I have a question about my bill or want to stop the Direct Payment plan?**

A. Simply call or write your biller(s). The contact information can be found on your bill.

**Q. How can I be sure my bill has been paid?**

A. The bills you authorize for Direct Payment will be clearly itemized on your bank's monthly account statement.

**Q. Is there a charge for this service?**

A. No. The biller(s) do not charge for Direct Payments.

**Q. If I've already signed up, must I complete the form again?**

A. No. But if you are changing banking information or adding biller(s) please complete the form and return.



**ELECTRIC**  
**GAS**  
**WATER**  
**CABLE TV**  
**PHONE**

**Direct Payment**  
Enroll Today!

**Use Direct Payment to Pay Your Bills Automatically**  
[DirectPaymentPlan.com](http://DirectPaymentPlan.com)



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CUSTOMER SERVICE DEPARTMENT  
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NOVELTY, OH 44072-0359

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