



Clay County Utility Authority

3176 Old Jennings Road
Middleburg, Florida 32068-3907
Telephone (904) 272-5999
Facsimile (904) 213-2497

*Working together to
protect public health,
conserve our natural
resources, and create
long-term value for
our ratepayers.*

Automatic Debit Bill Payment Program

The Clay County Utility Authority's ("CCUA") Automatic Debit Program for bill payment will enable you to authorize your bank or credit union to deduct your monthly water and wastewater bill automatically from your savings or checking account.

The information provided below should answer the majority of your questions concerning our program:

How can I participate in the Automatic Debit Program to pay my bill?

You can visit our website at www.clayutility.org to create an online account and enroll in the program. You may also visit our website to print an authorization form or pick one up from our main office located at 3176 Old Jennings Road, Middleburg, Florida or Keystone Heights City Hall located at 555 S. Lawrence Boulevard, Keystone Heights, Florida. The authorization form will need to be completed, signed and mailed or delivered to our office along with a voided check or bank draft from the account you want your bill payment to be made.

How will I know how much is being debited from my account when the amount of my bill may change each billing cycle?

You will continue to receive a copy of your monthly bill. You will notice a message on your bill directing you not to pay from the statement since your payment is automatically being debited from your account. Your account will be debited two weeks from the date of your bill. If you have any questions concerning your bill, you must contact our Customer Service Department at 904-272-5999 or 877-476-CCUA at least ten working days prior to the due date printed on the bill to ensure your concerns are addressed prior to your account being debited.

What if the balance in my account will not cover the Automatic Debit?

Your authorized financial institution and CCUA will process your transaction as if you had a check returned for insufficient funds. You will also be subject to the same policies regarding returned checks as customers paying by check.

What do I need to do if I change accounts or financial institutions?

You will need to notify our office immediately if you change the account or financial institution from which we are debiting your bill payment. You will also need to submit a new authorization form with a voided check or bank draft from your new account or financial institution.

How can I cancel the automatic debiting of my bill payment?

You will need to notify CCUA in writing at least ten working days before the due date on your monthly bill and we will discontinue the automatic debiting of your account. You may also cancel your ACH Auto Debit by signing into your online account.

Note: CCUA may discontinue your participation and enrollment in the Automatic Debit Bill

Payment Program at any time.