



## Frequently Asked Questions

1. How much will the Direct 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 deducted?

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

3. When will my payment be deducted?

*Your payment will be withdrawn from your checking account on the "Past Due Date" listed on your bill.*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 Direct Payment program, do I need to apply again?

*Yes. You would need to submit a new application.*

7. What if I want to stop using the Direct Payment program?

*To make any changes, to stop participation in the plan or for any questions regarding your utility account, please call **408-615-2300** or send your request to the address listed below.*

8. When will the Direct Payment program start?

*The program generally starts with the next billing cycle. The payment stub on your bill will display "Direct 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  
Municipal Services  
1500 Warburton Avenue  
Santa Clara, CA 95050**

City of Santa Clara  
Post Office Box 58000  
Santa Clara, CA 95052-8000