



Phone Directory

City of Arvada – Main Number 720-898-7000

City Management

City Manager 720-898-7500
City Clerk 720-898-7550

Parks, Golf & Hospitality

Lake Arbor Golf Course 720-898-7400
Lake Arbor Restaurant 720-898-7360
West Woods Golf Course 720-898-7352
West woods Restaurant 720-898-7370
Parks Maintenance 720-898-7350
720-898-7410

Finance

Utility Billing 720-898-7070

Judicial – Municipal Court

Traffic Tickets 720-898-7150

Planning/Zoning

Community Development 720-898-7435
Code enforcement 720-898-7465

Public Safety

Administration 720-898-6650
Animal Control 720-898-6850
Communications/Dispatch 720-898-6900
Community Services 720-898-6870

Public Works

Administration 720-898-7600
Streets 720-898-7720
Water Quality 720-898-7800



CITY OF ARVADA

*To better serve you,
the*

CITY OF ARVADA



The City is proud to offer
ACH direct payment service.

ACH Direct Payment Service

Convenient Easy

Would you like to be able to pay your water and sewer bill without ever having to write a check or search for a stamp again?

Now you can!

The City of Arvada strives to provide services that support the changing needs of our residents.

We would like to offer the

ACH Direct Payment Service to our utility customers. This service is a payment mechanism which offers residents an attractive alternative to traditional check-writing methods, allowing you the opportunity to make payments for water and sewer charges directly from your checking or saving accounts.

What can you expect from this service?

Once you have enrolled in the ACH Direct Payment Service, you will continue to receive your regularly scheduled bi-monthly Utility Billing Statement. The ACH payment service will go into effect with the second billing period following your enrollment.

You will receive a letter from Utility Billing stating when you can expect the first payment to draw.



The **due date** on your statement will be the actual day funds are deducted from your bank account and credited to your utility account.

If you don't agree with your bill, you have up to five (5) business days prior to the **due date** to contact Utility Billing. Upon notification, Utility Billing will postpone the automatic payment transfer until the dispute has been resolved and a determination has been made as to the amount due.

If you have two insufficient fund occurrences within a twelve-month period, you will be removed from the program. A service charge of \$25.00 will be placed on your account for each returned transaction.

You can **stop** your participation in the service at any time by notifying the Utility Billing Division in writing. Withdrawal requests received five (5) business days prior to your due date will be effective for that billing period; with shorter notification, withdrawal from the service will not occur until the subsequent billing period.

Authorized Agreement for Direct Debit Payment

I hereby authorize and request the City of Arvada (City) to receive payments of amounts owed by me for City water and sewer charges by initiating on the due date debit entries to my account at the Banking Institution (Bank) indicated below. I hereby authorize and request Bank to accept debit entries initiated by City and to debit the same to my account without liability for the correctness of entries.

City of Arvada Account Number

Customer Name

Service Address

City _____ State _____

Zip Code _____ Phone # _____

It is understood and agreed that I may withdraw from participation at any time by notifying Utility Billing in written form at least five (5) business days before the due date, notification shall be effective upon receipt.

Customer Signature _____

Date _____

Please check the type of account you are using:

Checking Account Savings Account

Banking Institution _____

Bank Routing # _____

Bank Account # _____

(A voided check must be included to process the application)