

New Payment Options Available!

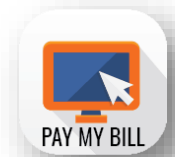
Go to www.ccwd.org to sign up

CCWD has implemented a more secure, convenient and user-friendly payment system provided by **Paymentus** for our customers. The new and improved interface provides significant benefits to customers, enabling them to securely pay their bills faster and more conveniently.

The new features include: an improved user experience; a “One-Time Payment” feature that processes quick payments without having to register an account; the ability to view and pay multiple accounts at once, view payment history and water use information and view past billing statements. New features also include the ability to securely save payment information; the option to sign up for e-Bills with automatic email payment reminders; and the ability to schedule recurring automatic payments using checking accounts or credit cards. Additionally, CCWD offers an automated phone payment system – call **(844)-516-4349** – that can be used 24/7 to review account balances and pay bills. Payments can be made using Visa, MasterCard and Discover credit cards, debit cards and e-Checks.

Actions You Need to Take

Go to www.ccwd.org and click on the “Pay My Bill” icon to sign up



All Customers Must Create New Online Accounts

In order to take full advantage of the new and improved payment options, all customers must go to www.ccwd.org, click the “Pay My Bill” icon and follow the instructions to create new accounts. This process only takes a few minutes. Once your new account has been created, click on the “Accounts” tab and select “Add Account”. Enter your account number and you’re ready to view and pay your bill online.

All Customers with Existing Automatic Payments Must Sign up Using the New System

If you are currently signed up for automatic credit card or checking account payments through CCWD, you must now sign up online using our new payment processing system. CCWD will only support the existing automatic credit card and auto checking payment systems through August 31, 2016. After that date, existing automatic payments will no longer be processed. To sign up for the new system, go to www.ccwd.org and click on the “Pay My Bill” icon and follow the on-screen instructions. To avoid duplicate payments, please notify the Customer Service Department when you have signed up for the new system.

Disclaimer

Please note, anyone given access to your account will be able to see your name and mailing address, per Calaveras County public records.

Contact the Customer Service Department at (209) 754-3543 or email customerservice@ccwd.org

Go to www.ccwd.org to enroll today