

WE LISTENED TO YOUR FEEDBACK AND ARE PLEASED TO OFFER AN IMPROVED PAYMENT SERVICES SYSTEM TO OUR CUSTOMERS ON AUGUST 24, 2021!

This new online payment service is powered by our partner, Invoice Cloud.

Parker Water & Sanitation District has partnered with Invoice Cloud to provide our customers with a new secure electronic bill presentment and payment solution. This solution will serve as PWSD's new and improved platform for customer payment and e-billing notification services. This enhanced customer service platform will offer a wider variety of payment choices, the ability to schedule periodic payment reminders, better recurring payment options, the ability to pay deposits and fees online, and more. This new service will go live and replace the existing online payment system on August 24th.

What if I was already enrolled in e-statement services under the old system?

You will continue to be enrolled for e-statements with the new system. However, you will need to re-register with this new service to retain access to an online account. On August 24th, just click the "Online Bill Pay" icon on the main page at pwsd.org to access the new system.

What if I was already enrolled in automatic payments through Parker Water?

If you were enrolled in automatic payments (ACH) through Parker Water, you will remain on ACH – indicated as the "AutoPay" option in the new system. In this new system, you can manage your automatic payment preferences online and will have some new options for automatic payments, including the ability to schedule recurring payments on a date of your choosing (this as an alternative to the fixed schedule ACH payment which occurs at the end of each month). Also, in addition to using your checking or savings account, you will now have the ability to make your ACH payment using a credit or debit card. Please note, ACH payments made from a checking or savings account remain free of charge, but using a credit or debit card for AutoPay (ACH) will incur a small convenience fee for each payment.

What if I was signed-up in the old system and/or had a saved payment method for one-time payments? Since this is a brand new system with entirely new features, you will have to re-enroll for an online account. However, enrollment is a simpler process – you will only need your PWSD account number and your last name (as it appears on your statement) to register. Beginning on August 24th, click the "Online Bill Pay" icon on the home-screen at pwsd.org, select "Search Invoices", select the invoice(s) associated with your account(s), and then click "Register Selected Invoices" to complete the registration process. Once registered, you will have the ability to add/manage payment options, to edit your paperless billing option, to view billing histories, to add other accounts, and to add/manage the access of other users to your account (such as a manager or tenant). *If you have a manager or another billing entity listed on your Parker Water main billing account and are having difficulty registering online, please contact PWSD Customer Service at 303-841-4627 for assistance.

How can I make a payment over the phone?

To make a payment over the phone, the new number to call starting on August 24th is 1-844-793-0776. The phone payment system will continue to accept both check and credit/debit card payments.

What are some of the FEATURES I can expect with this new service?



Fast and Easy

No registration is required for "One Time Pay," the fastest way to pay online and confirm payment.



Safe and Secure

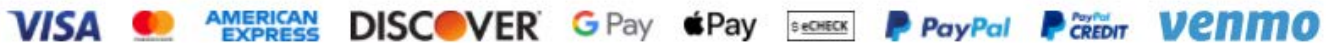
Your information is kept confidential, secure, and backed by the highest security standards.



Eco-Friendly

Paying online reduces paper use and is an easy way to help the environment.

- Paperless billing option
- AutoPay option, with the ability to use checking, savings, or credit/debit card for payment
- Manage your AutoPay settings online at your convenience – no longer a need to manually update ACH services.
- Make a one-time payment without having to log-in or enroll in online services.
- Pay-By-Text option
- Pay/Add/Manage multiple accounts under a single sign-on.
- Schedule recurring payments on a date of your choosing.
- Add/Manage additional users for your online account, including user access control.
- Add and save multiple payment methods.
- Enhanced billing notification services
- Set your own billing/payment reminders.
- Payments for hydrant meter deposits, tap fees, and re-inspection fees are accepted online.
- Take advantage of a much wider variety of payment options, including "PayPal Credit".



• Online payments (including automatic payments) made from a checking or savings account remain free of charge, but please note that online payment by all other methods (credit/debit, PayPal, etc.) will incur a small convenience fee for each payment.

You can now allow additional users to access online services for your account.

Do you rent your property or do you have a manager for your rental property? You can now provide and manage access to your online account for renters, managers, billing managers, etc. This new system will allow each user you authorize to obtain access to e-statements, receive billing notifications, enroll in AutoPay, and to add & manage their own online payment methods. As an account-owner, you will want to register FIRST for your account so that you can verify ownership and then provide online access to those you choose (such as a renter). To take advantage of this new feature, simply register your account(s) then select "Manage Users" under the "My Profile" tab on your account home screen. You can add (or remove) any users of your choosing to your online account, and you can determine each user's level of access (Guest Level or Oversight Level). Please note that whichever "Paperless" option you select will apply to all active users on your account. Also note, that adding a user will allow this user to view your account's monthly billing statements from PWSD.

In addition to re-inspection fees, the new online service now accepts payments for hydrant meter deposits and tap fees.

PWSD's new online payment platform accepts re-inspection fees (account # no longer needed to pay online), hydrant meter deposits, and payments for tap fees. To pay these items online, select the "Online Bill Pay" icon from the main page at pwsd.org and then click on the "Hydrant Deposits/Tap Fees/Re-Inspect" button. Simply complete the information (minimum required information is indicated by *), select the Type of Payment, enter the amount to be paid, and then confirm your information to proceed. Payments are accepted by credit/debit card, PayPal or e-check. Please note, there is a credit/debit/PayPal payment limit of \$500 and an e-check limit of \$125,000 per payment. Should your balance due exceed the payments limits, you may make separate payments to the same job or project through this service. However, please note that each online payment incurs a small convenience fee (disclosed before checkout).

Should you have any questions or should you need assistance with this new online account and payment service, please contact PWSD Customer Service at 303-841-4627 or email us at billing@pwsd.org. Thank you for being a valued customer!