

ACWD's Online Payment System Upgrade FAQ's

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General

Why is ACWD upgrading its online payment system?

We've heard our customers – they want more ways to pay, greater ease of use, with fewer fees and less paper. This upgrade will provide a number of new and improved payment options without fees, including paperless billing. At the same time, it will make processing customer payments more efficient.

Why do I have to re-enroll in AutoPay or to receive an e-Bill?

In order to make this important upgrade, ACWD must deactivate all current online billing and AutoPay enrollments in July. Customers who wish to keep these services will have to re-enroll in the upgraded system with an email address. We apologize for the inconvenience this may cause, but the new services available to customers will provide ease and convenience for bill payment options. Thank you for your understanding as we make this important upgrade.

How do I enroll?

Your first bill after July 9 and ACWD's website will include instructions on how to enroll with your email address. You will also need your ACWD account number to register.

Why can't I enroll now?

In order to make this important upgrade with the least disruption to customers, ACWD must make the switch over to the upgraded system within a very short time period. The upgraded system can't be made available until this switch is made, but customers can enroll as soon as it becomes available on July 9.

What are some of the benefits of receiving my bill electronically?

It is convenient, saves time, you can receive email or text reminders of due dates, and allows you to receive bills and due date reminders anywhere at any time. Plus, it helps the environment.

What are some of the benefits of paying a bill online?

Paying online with a credit/debit card or electronic check gives you the flexibility to pay how and when desired, and saves you the trouble from writing and mailing a check or driving by our office. In addition, you may choose to store your information for future use and pay by text message on your phone.

Using the System

Do I have to enter an email address to make a payment?

Yes, an email address is required so the payment confirmation can be delivered via email.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

Do I need to register to pay a bill?

No, one-time payments may be made without having to register. You will still need to provide an email address to receive a payment confirmation email.

Payment**What forms of payment can I use?**

You can pay with credit or debit card or you may issue an electronic check from your bank account (checking or savings).

Which bills can I pay online?

You can pay your current water bill online.

Are there fees for paying online?

There are no service fees for paying through the upgraded online system.

How long does it take for online payments to process?

Credit card transactions are authorized immediately and most payments are applied to the account on the same day.

How long will my payment history be maintained?

Payment history will be maintained up to 24-months.

Will I be able to print a copy of my bill?

Yes, each invoice is presented in PDF and HTML format and viewable for up to 24-months. Electronic storage is recommended because it saves paper and has a beneficial impact on our environment, but you can choose to print your bill.

Advanced Features**What is AutoPay?**

AutoPay is a convenient option in which bills will be paid automatically each billing cycle on the due date using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay. On or after July 9, login to your account and click on AutoPay to enroll. Enrolling in AutoPay and Paperless billing is the most convenient and environmentally friendly option for receiving and paying your water bill.

What if I already have AutoPay set up with my bank?

You will want to contact your bank and cancel your automated bank draft before the payment is due and then you can choose to enroll in AutoPay using a credit/debit card or bank account through our online payment portal.

What are scheduled payments?

Scheduled payments are individual payments that are scheduled for a specific date prior to the bill due date. Scheduled payments can be changed if it is before the date scheduled.

What is the difference between AutoPay and a scheduled payment?

AutoPay is an automated process which pays your balance in full each billing cycle. Scheduled payments are manually entered by you for the date you choose.

If I sign up to Go Paperless, how will I receive my bills?

You will receive an email notification each time a new bill is ready for you to view and pay. Email notifications go to the email address used when you registered. A courtesy email address may be added if you wish to send notifications to an additional email address. As a convenience, a reminder email will be sent a few days before the due date if a payment has not been received or scheduled.

Can I start receiving paper bills again?

Yes, simply login and click on Paperless. Then, select "No" and save your changes.

What is Account Linking?

Account Linking means that payers can link multiple accounts and view and pay all open bills in a single transaction. When registering bills under the same email address, payers are given the option to link the related accounts within the service.

Multiple first email notifications scheduled for the same day, including for different bill types, are grouped into one email rather than sent separately. Payment receipts are sent individually. Editing account information such as changing an email or password will go across all linked accounts; however, changing settings such as AutoPay or paperless is only for the accessed account.

What is Pay by Text?

Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message (this is in addition to email notifications) and you will then have the option to pay by text message with your default payment method with a quick reply. You may sign up for Pay by Text (on or after July 9) when making an online payment or by accessing your account and selecting the Pay by Text option. A confirmation text will be sent to complete enrollment.

Getting Help**Who do I contact with questions about my bill or if I'm having trouble using the online system?**

Please contact us at (510) 668-4200 and we will do our best to assist you.

I accidentally deleted my current email notification, what should I do?

If you are registered, you can log in to the online payment portal to view your bill. Or, you can call and ask us to resend the email.

Security**Is my information secure?**

Invoice Cloud, the company ACWD has partnered with to provide these services, uses the highest standards in internet security. Account information displayed within the customer and biller portals is truncated to protect confidential data. Any information retained is not shared with third parties.

Is my credit card and checking account information safe when I pay online?

Absolutely. Invoice Cloud will safely store your financial information using Payment Card Industry (PCI) Compliant systems. This includes truncating (abbreviating) account numbers so that even the biller does not see your complete account information.

What is PCI Compliance and why is it so important?

PCI stands for Payment Card Industry, and compliance with the industry standards is a requirement for those that accept the major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information.