

BILL PAY OPTIONS ARE NOW AVAILABLE

Online Account Statements, Usage Information and Bill Pay Program:

- ❖ Now you may look up your account online. You'll be able to access your statement, account information and make payments from your bank account or credit card. For this option, follow the ONLINE BILL PAY link.
 - Register with an e-mail address, account number, PIN # (located on your last water bill) and password.
 - Enter further information as prompted.
 - A confirmation email will be sent to your email address.
 - After your registration has been confirmed, you will be able to view detailed transactions of water bills, payments and current balance within 48 hours.
 - There is an interface that provides data and charts of water usage comparison to track trends
 - This link will also allow you to make payments from your bank account or credit card.

Auto Pay Program (recurring ACH Payments):

- ❖ The District has the ability to automatically deduct your payment from your bank account. You will continue to receive a bi-monthly bill either through the mail or electronically by email (paperless billing). This will let you know your bill amount, water usage and the date that the money will be deducted from your account. To sign up for the "Auto Pay Program" please do the following:
 - Print and fill out the form for the "Authorization Agreement for Auto Pay Program". Or you may call the District Office to have one mailed to you or pick one up from the District office Monday through Fridays 8:00AM to 5:00PM.
 - Return the form to the San Lorenzo Valley Water District. We will acknowledge receipt of the above items in writing. Until you receive this notification letter, please continue to pay your bill.

If you have questions about our new programs, please contact Customer Service at CustomerService@slvwd.com or call our office during normal business hours at (831) 338-2153.

