

FOR IMMEDIATE RELEASE: June 15, 2018

Contact: Laura Hidas, Special Assistant to the General Manager

Phone: 510.668.4206

Email: Laura.Hidas@acwd.com

Alameda County Water District to Expand Bill Payment Options for Customers

Upgraded Online Payment System Set to Launch July 9

Fremont, Calif. — Alameda County Water District is set to launch an upgraded online billing and payment system on July 9, offering customers greater flexibility to view and pay their water bills. The new service will provide new and improved payment options for customers, including online payment enrollment, updated AutoPay options, payment by debit or credit card, and paperless billing options. There will be no fees or additional costs for these services.

The updated payment portal will provide customers with quick access to their account to view bills, check their balance and make payments. Customers will also be able to schedule one-time or automatic payments, securely store payment information and receive email and text (optional) reminders. Creating an account is recommended to access all the new and improved features, however, it is not required to pay bills online. Customers enrolled in previous AutoPay and e-Bill programs will have to re-enroll in the new upgraded system in order to continue using these services. The enrollment process will be quick and easy, and instructions will be provided with upcoming water bills for quick reference.

“This upgrade will give our customers a variety of new and improved options to pay their water bill anywhere, anytime -- and to go paperless,” said Paul Sethy, Board President. “With so many options and an easy-to-use customer portal, there will be something for everyone!”

Beginning July 9, customers can make payments online or enroll in the upgraded system by visiting the District’s website (www.acwd.org) and clicking on the “Pay my Bill” or “Your Account” links.

For more information, visit www.acwd.org.

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