



CCWD CUSTOMER BILLING OPTIONS

I. Phone access

- a. Both owners and tenants can call CCWD and ask for the amount due at any given address. Anyone can pay a bill over the phone using a Visa or MasterCard.

II. In person access

- a. Both owners and tenants can come to the CCWD Customer Service Department counter at 120 Toma Court, San Andreas, CA 95249, and inquire what the balance is on any given account. They can then pay the bill using cash, check or credit card.

III. Online access

- a. Both owners and tenants can access any account online if they have the owner's name (exactly as is appears on the bill) and CCWD account number.
- b. Customer Service Department representatives are happy to help customers access accounts. However, they will not provide the owner's information to tenants in order to protect privacy.

IV. Email notifications

- a. Both owners and tenants can create online accounts. Once the account has been created, customers can enter an email address and have digital bills sent to them every two months. This is a free service for both property owners and tenants.
- b. If anyone has trouble setting up an account, a guide is posted at www.ccwd.org and Customer Service Department representatives are willing to guide people through the process or even set up the accounts themselves.
- c. If an owner has privacy concerns, the owner or property manager can sign up tenants for digital billing. The bills tenants receive will not have any of the owner's information on them.
- d. Instructions:
http://ccwd.org/pdf/cs/billing/07022014Tenant_PO_Billing/072014_Tenant_PO_Billing.pdf

V. Owner change of address

- a. If the legal deeded owner wants his/her tenant to receive a paper copy of the bill and does not want to pay the \$10 annual fee to have a courtesy copy sent to tenants, a form can be filled out that changes the owner's billing address to where the tenant receives mail. Once this form is filled out by the property owner, the paper bill will be sent only to the tenant's billing address, but the owner is still held fully responsible for the bill and any fees associated with the account. If property owners choose this option, CCWD recommends that they sign up for email notifications to keep apprised of the account status. Instructions:
http://ccwd.org/pdf/cs/account/0728214_UpdateAccInfo/0728201414_UpdateAccInfo.pdf