

# CCWD ONLINE CUSTOMER ACCOUNT

Guidance to set up your online account for bill pay and account information



## WELCOME TO CCWD'S NEW ONLINE PAYMENT WEBSITE!

Before getting started, make sure you have:

1. **Your NEW account number.** You can locate this number multiple ways:

- CCWD will be sending all customers a paper bill with their new account number.
- If you have not received a paper bill, you retrieve your account number by:
  - Submitting an [online help form](#) and select "New Account Information"
  - Contacting a customer service representative. They will be happy to share your new account number with you.

2. **Locate the last payment you made to CCWD.**

If you do not have your latest bill handy, you can submit an [online help form](#) or call a customer service representative to retrieve that amount.

Please call 209-754-3543 x 3 to speak to a customer service representative if you need assistance when setting up your new account.

### 1. ACCESS OUR PAYMENT WEBSITE

- Go to CCWD.org and click on "Pay My Bill"

### 2. CREATE AN ACCOUNT

- Click Register.
- Enter a valid email, password, first and last name, and then phone number.

Calaveras County Water District

### Register

**Email required**  
john.smith@example.com

**Password required**  
Password

**Name**  
John Smith

**Phone number**  
555-123-9876

Register Cancel

Already have an account? [Login](#)

### 3. ADD A BILLING ACCOUNT

- Click on "Utility Billing"

## Welcome to Calaveras County Water District payments website!

CCWD's new Customer Portal is effective immediately. All Customers must register for access to User information click on the link at the bottom of this webpage "[New Customer Billing Portal](#)". All customers must register for access to User information.

You can wait until you receive your next bill to identify your new billing account or submit a [Request form](#)

Or call Customer Service at 209-754-3543

Once you have your new account number, click on "Utility Billing" below to set up your new account

The following services are available:

- [Utility Billing](#)

- Then click "Add an Account"

Home Utility Billing

Calaveras County Water District / Utility Billing

## Utility Billing Home

You do not have any Utility Billing accounts associated with your login.

[Add an account](#)

Add an account to access the following features:

- View account detail
  - Transaction history
  - Address info
  - Account info
  - Consumption history
- Pay your bill
  - Pay multiple bills in one payment
  - Save credit card for future payments

### 3. ADD A BILLING ACCOUNT (CONTINUED)

Home Utility Billing

Calaveras County Water District / Utility Billing / Accounts / Add account

## Add account

Account Number \*

Please include all dashes. For example: 110-01010-00

Last Payment Amount \*

Add Account Cancel

- Enter your NEW account number, with dashes. XXX-XXXXXX-XX
- Enter the last payment amount you made to CCWD.

### 4. ACCESS ACCOUNT AND BILLING INFORMATION

- To view account details, click on your account number

Home Utility Billing

Calaveras County Water District / Utility Billing

## Utility Billing Home

Accounts Add Account

Account Number	Address	Last Payment	Balance	Pay
531-03073-00 Active	2051 EL DORADO DR	(\$147.12) 7/16/2021	View Bill \$167.41	Pay Account

Home Utility Billing

Calaveras County Water District / Utility Billing / Accounts / Account detail

## Account detail

Balance: \$167.41 Payment

Account Detail Transaction History Address Info Account Info Consumption History

### Balance Summary

Prior Account Balance	\$0.00
Current Bill (Due 9/19/2021)	\$167.41
Transactions Since Current Bill	\$0.00
Account Balance	\$167.41

### Recent Bills

Date	View Bill(PDF)
8/25/2021	View Bill

### Payment Arrangements

There are no Payment Arrangements for this account.

### Contracts

There are no Contracts for this account.

### Online Services

- Utility Billing Home
- Manage Accounts
- Sign up for e-Billing
- Sign up for reminders
- Email Reminder Settings

### Need Help?

- Contact us
- 209-754-3543

### Announcement

**Office Hours are Monday through Friday from 8am to 4pm.**

**DROUGHT UPDATE:** CCWD is currently in water shortage response STAGE 1: ADVISORY. We are encouraging CCWD customers to conserve water by 15% from 2020 levels. Please consider doing the following:

- Avoid cleaning driveways, walkways and parking lots with water.
- Avoid watering landscapes during the hottest portion of the day.
- Establish appropriate run-times for landscape irrigation to eliminate excessive runoff.

Here, you can view multiple tabs to access account information such as:

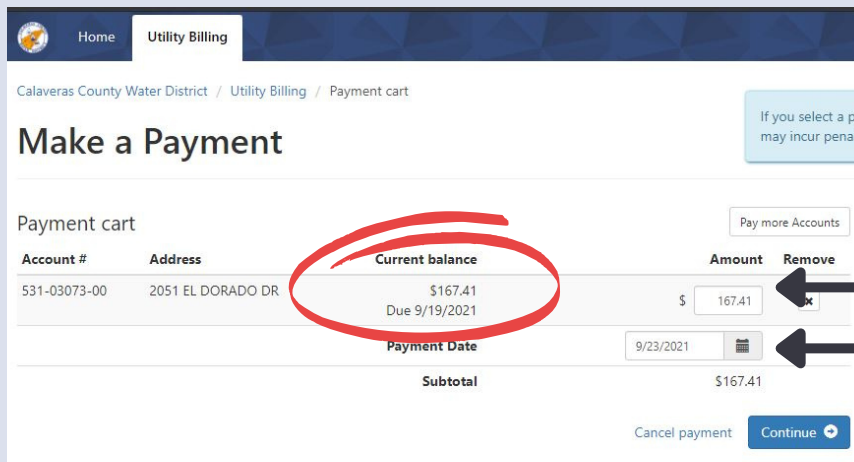
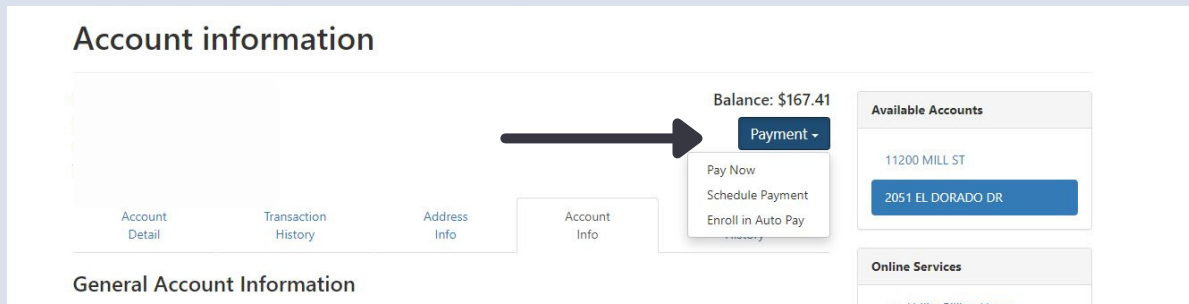
- Account summary
- Transaction History
- Address Information
- Consumption History

You can also make a payment by clicking on "Payment"

## 5. MAKE A PAYMENT

You can choose to make a payment in three ways:

- Pay now
- Schedule a payment
- Enroll in Autopay



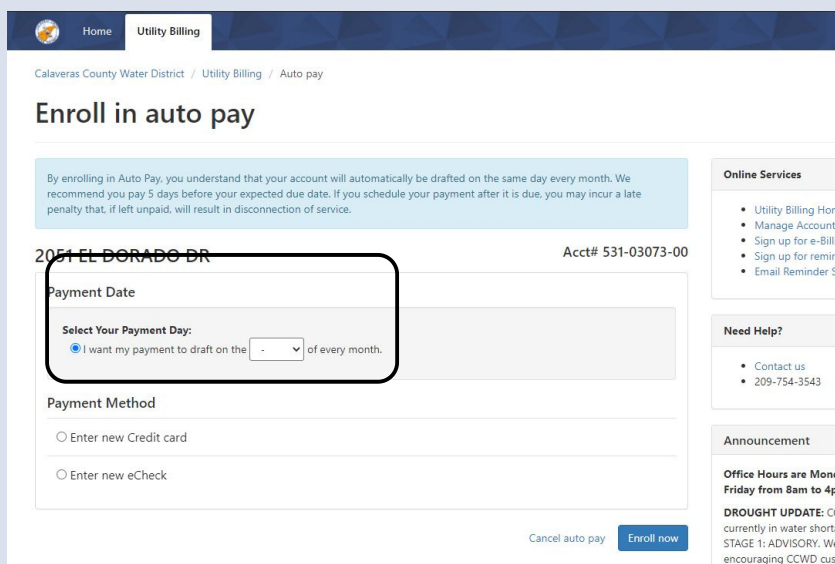
## SCHEDULE A PAYMENT

To schedule a payment for a later date, or to make a partial payment:

- Enter the amount you would like to pay.
- Select the payment date

### IMPORTANT:

**When scheduling payments, make sure the current balance is paid by the due date. If your current balance is not paid in full by 4:00 pm on the date that it is due, you will be charged a late fee.**



## ENROLL IN AUTOPAY

When enrolling in Autopay, you are agreeing to have your most current balance automatically drafted from your bank account on the same date of every month.

### IMPORTANT:

**Since CCWD bills customers bimonthly (every other month), your bank account will be drafted every other month. This is because you will have a \$0 balance during the lagged month.**