



H₂O PIPELINE

Summer 2020

A PUBLICATION OF LA HABRA HEIGHTS COUNTY WATER DISTRICT

CUSTOMER SERVICE PANDEMIC PROTOCOL

With much anticipation the District office may open to the public soon. As the coronavirus remains an issue the District prefers customers use a contactless payment option. This limits the amount of paper that staff must handle, as well as, limiting in person customer contact. To that end the District is hopeful to minimize the possible virus spread by requiring the following protocol for entering the District office. If you have any of the following signs of virus please refrain from entering the office:

- Fever or chills
- Cough, shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Other signs of sickness

Stay  Safe

At all times a face mask will be required to be worn and only one person allowed in the lobby at a time in order to maintain social distancing of 6 feet.

Although we miss customer interaction on a personal one-on-one basis the District must protect our staff. Office staff is available, by phone during business hours at 562-697-6769 or email (customer@lhwcwd.com), to answer your questions.

If you have questions regarding your water bill you can refer to the website which is available 24 hours a day. Go to www.lhwcwd.com and click on "Pay & View Bill" box on first page of website. Your water account can be managed by using the "Help" dialog box.

Thank you in advance to help slow down the spread of this virus.

Mission of the District

To provide high quality potable water service at a reasonable cost to the public residing within the District boundaries.

BOARD OF DIRECTORS

Brad Cooke, *President*
Pam McVicar, *Vice President*
Karen Baroldi, *Director*
James Crabb, *Director*
Mark Perumean, *Director*

LA HABRA HEIGHTS COUNTY WATER DISTRICT

1271 N. Hacienda Road • La Habra Heights, CA 90631 • Ph: (562) 697-6769 • www.lhwcwd.com



BILL PAYMENT OPTIONS-NO FEE

For no fee bill payment options please visit our website www.lhhc wd.com. The District provides several options in which customers can make payments for their water bills. Two options are auto bank debit (ACH) or bill pay through your personal bank account.

First, you can sign up for auto bank debit (ACH) at no cost. To take advantage of this payment option:

1. Open the District's web site at www.lhhc wd.com
2. Click "Pay & View Bill".
3. Sign in to the web portal:
 - a. EXISTING USER: Use your existing username and password to sign in.
 - OR:
 - b. NEW USER: Click "Don't have an account". Have your water bill in front of you. Follow the steps on the screen.
4. If you have a balance, pay using another payment option, check or debit/credit card. Your water account must have a zero balance prior to enrollment in ACH.
5. Click on "I want to set up AutoPay" option (right side of screen under "Help", "Payment & Billing").
6. Click the circle next to the "BANK" option.
7. Enter the bank account holders name, as well as, the bank's routing number and your bank account number (located on the bottom of your checks, see below).
8. Click the save button (bottom left side of the page).

Jamie Smith 543 Main Street Home Town, US 12345		Date <u>02/02/2012</u>	1002
PAY TO THE ORDER OF <u>Grocery Mart</u>		\$ <u>87.42</u>	
<u>Eighty-Seven and 42/100</u>		DOLLARS	
Financial Institution 123 First Street Home Town, US 12345			
FOR <u>Jamie Smith</u>			
⑆ 1 2 3 4 5 6 7 8 9 ⑆		⑆ 1 2 3 4 5 6 7 8 9 0 ⑆	⑆ 0 0 2



ROUTING # ACCOUNT #

Once you have signed up for this option the District will deduct your monthly water bill from your bank account 10 days after your bill is mailed to you. This is typically between the 7th and 10th of each month. This may vary as the ACH payment date may fall on a weekend in which case the payment will be deducted the next business day.

Second, customers can authorize bill payments from their bank account using their bank's bill payment options. The District does not charge a fee for this option. Please contact your bank to determine any costs your bank may charge and how to authorize this type of payment. This allows you to control the date the bill is deducted from your bank account and incur no fees from the District.

OTHER PAYMENT OPTIONS-FEE CHARGED

You may go to the District's website and access "Pay & View Bill" where you can pay using your debit or credit card. The convenience fee is the greater of \$2.95 or 2% of the transaction amount.

In addition, the District encourages you to refrain from entering the office, even though the doors are open to the public, so as to limit exposure to each other during the pandemic. Please use our payment drop box to the left of the front door even during business hours unless you are paying cash.