



H₂O PIPELINE

Fall 2019

A PUBLICATION OF LA HABRA HEIGHTS COUNTY WATER DISTRICT

NO FEE BILL PAYMENT OPTION -ACH

By popular request the District has implemented a **no fee** bill payment option. This was initiated following the portal payment website implementation. Customers now can sign up for auto bank debit (ACH) to pay their bills at **no cost**. To change your payment option:

1. Open the District's web site at lhhcwd.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	1002 Date <u>01/01/2012</u>
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>
Ⓜ 123456789 Ⓜ 1234567890 Ⓜ 1002	

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.

ROUTING #

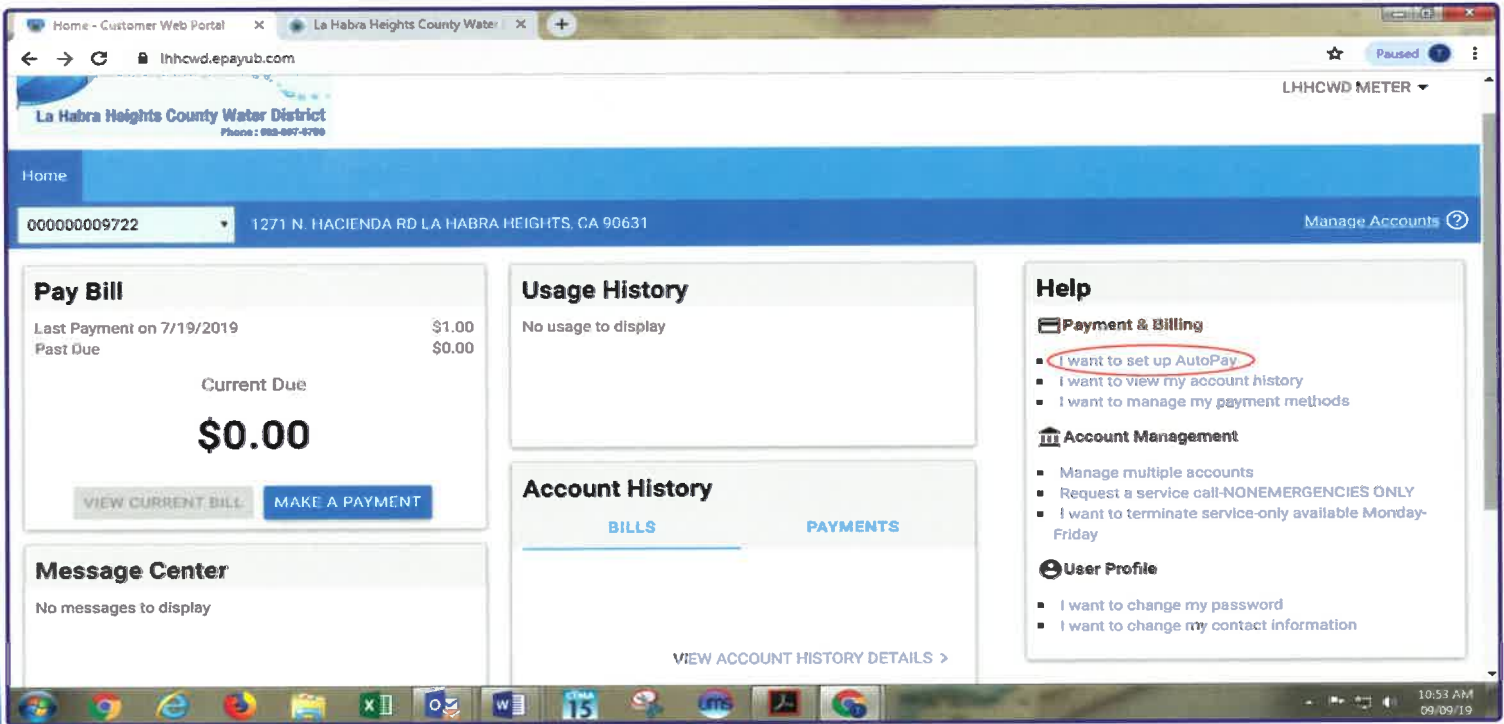
ACCOUNT #

LA HABRA HEIGHTS COUNTY WATER DISTRICT

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



PORTAL PAYMENT WEBSITE GETS NEW LOOK



The District has rolled out its new portal payment website. Upgrades include user friendly options such as dialog boxes to instantly view your balance, usage history and account history (see above). To get 24 hour information regarding your water account please login to the portal payment website and explore the options available for all customers. Additionally, your water account can be managed by using the "Help" dialog box. Call the office at 562-697-6769 with any questions.

ADDITIONAL PAYMENT OPTIONS

As always customers can still authorize bill payment from their bank account using their bank's bill payment options. Contact your bank to determine if this option is available to you, as well as, any costs your bank may charge. This is a way to control the date the bill is deducted from your bank account and incur no fees from the District.

Or go to the District's website and access "Pay & View Bill" where you can pay using your debit or credit card.

Also, paying through the mail using a personal check is an option or you can deliver your payment to the office.

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

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