



H₂O PIPELINE

September 2017

A PUBLICATION OF LA HABRA HEIGHTS COUNTY WATER DISTRICT

NEW WEBSITE ONLINE BILLPAY PROGRAM COMING

On October 1, 2017, the District offers customers the opportunity to pay through Online Billpay using the District website: www.lhhcwd.com. In the future, this is the only option available to pay using your Visa, Mastercard or Discover credit or debit cards and Electronic Check (eCheck). **We will no longer take credit card payments over the phone or in the office.**

Other payment options available:

- ➡ Bring cash, check or money order to District office
- ➡ Deliver check to drop box at District office, after hours
- ➡ Mail check to PO Box 628, La Habra, CA 90633-0628
- ➡ Use your bank's online payment program through your personal bank account to send water bill payment, may take up to 10 business days for District to receive your payment

ADVANTAGES TO USING ONLINE BILLPAY

- ◆ Pay when out of town
- ◆ Pay after business hours
- ◆ View account history
- ◆ Check account status anytime, anywhere
- ◆ Increase payment security
- ◆ Use QUICK PAY to control when your payment is made or let us manage your payment by signing up for recurring automatic payments

EXISTING "AUTO PAY" PROGRAM HAS EXPIRED

Customer's previously enrolled in "Auto Pay" can set up a user login using lhhcwd.com, beginning October 1, 2017, if they would like to continue automatic recurring payments.

What you will need to create user login on District website?

- Account number from your water bill
- First and last name of account holder
- Email address for payment confirmation (email will be used only for District business)
- Create unique user name and password

LA HABRA HEIGHTS COUNTY WATER DISTRICT

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How do I use Online Billpay?

Make a one-time payment by selecting **QUICK PAY** (no need to create a user login) to control the date in which you want your payment to be processed using credit/debit card or eCheck.

OR:

Create a user login to make recurring automatic payments to avoid costly door tag and late fees. Your bill is automatically paid using your credit/debit card. A statement will continue to be sent to you.

CONVENIENCE FEE - A convenience fee representing the greater of \$2.95 or 2% of the transaction amount for each payment made using Online Billpay. The fee covers payment handling and processing charges of a third party automated payment service. The District does not receive any part of the service fee.

SIGN UP TO RECEIVE WATER BILL BY EMAIL



An option is available on the Online Billpay website to choose paperless bills. Just create a user login and choose the paperless bill option. Also, enter your email address to receive notice that your water bill is available for viewing.

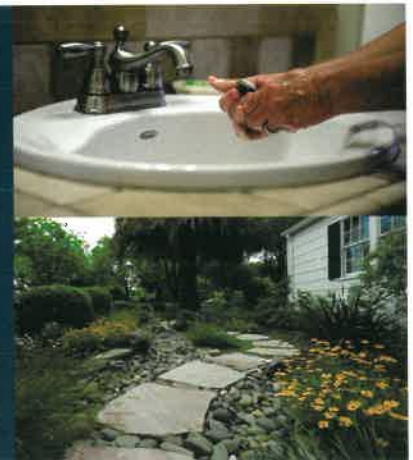
FALL FESTIVAL PARTICIPATION

To support the community, District staff participated at the Fall Festival at The Park on September 9, 2017. Promoted were water conservation and drought tolerant plants. Also, many questions were answered about the water system and our new Online Billpay program. Freebies given out to Fall Festival attendees included sponges, poppy seeds, fidget spinners and ice cream scoopers!

Investments in Drought Resilience Pay Off

Californians Commit to
Conservation as a Way of Life.

#EfficientandResilient



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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