



Dear Customer

As of September 2021, the District has changed to a new billing system and customer portal. We are also switching to full page bills; you will no longer receive the small postcard bill. These changes will provide better account information and make the payment process simpler.

Our new billing system is web based and enables you to access your account through a customer portal. The new customer portal will not be available until you have received your first full page bill (not the postcard). A Customer ID Number or CID# will be created for each customer. The CID# can be found on the upper right of the full-page bill. The CID# will allow you to access your account through the customer portal and you can view your account, usage, print your bill, pay your bill or setup automatic payments.

If you use our online bill pay with InvoiceCloud, please be advised that this feature will be replaced with the new system and customer portal. On September 17, 2021, InvoiceCloud will STOP processing online payments, including iCloud AutoPay. If you have ACH payments setup with your financial institution, please update your account number to match exactly what is listed in the upper right of the full-page bill and review your next payments to make sure the payment was properly completed.

You can still make payments by mail, phone, or at the office. Payments can also be dropped in our night drop box at the office, or you can sign up for our Auto Draft (electronic bank draft that we set up for free). If you have any difficulties during this transition, please call and we will be happy to guide you through this process.

At Public Water Supply District 1 of Jefferson County, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation. Changing to the new system will reduce fees associated with the online payment process, provide more information to our customers, streamline office processes, and modernize our billing system. Thank you for your patience during this transition and we are here to assist if you have any questions.

Thank you for allowing us to serve you.

Board of Directors
Public Water Supply District No. 1 of Jefferson County, Missouri

It's here, it's here! Our new billing system is live...hence the new full-page bill here! Some things to keep in mind with our new system change:

- Full. Page. Bills. No more mangled or misplaced postcards!
- New customer portal will allow you to view your history, pay your bill, set up autopay, and you can even connect multiple accounts. You will need your new account number (there is now an additional number with a dash) and CID# that can be found in the upper right-hand corner of your new bill. Check our website at www.pwsd1jeffco.com for step-by-step instructions.

This is an example of the information you will need from your bill:

| | |
|-----------------------|-----------|
| ACCOUNT NUMBER | 0012345-0 |
| CID: | 1234 |

- Most customers will experience no changes in their payment process. However, customers that submit ACH payments through their bank will need to go into their bank bill pay site and update their customer account number to include the additional digit (i.e., 0012345-0) before your next payment to ensure payment goes into the correct account. Customers on Draft through our office will not need to make any changes. InvoiceCloud (our current online payment processor) will stop processing payments on September 17, 2021, including customers on AutoPay. Before your next due date, customers that pay online will want to set up another form of payment for their bill. Options include:
 - Draft - FREE (form available at <https://pwsd1jeffco.com/bill-payment> or contact the office)
 - Mail payment and stub to: PWS No.1, PO Box 646, Arnold, MO 63010
 - Pay at the office with cash, check, or money order: 2970 Schneider Dr, Arnold, MO 63010.
 - Night Drop Box is located on the entrance fence to our office and may be used after hours.
 - ACH payments through your bank's bill pay options.
 - Amex, Discover, MasterCard & Visa cards are accepted at the office or over the phone. (service fees apply): 636-296-0659 or IVR 888-768-9361 (available 24/7, you will need Account Number and CID)
 - Online payments (Credit Card, eCheck and ACH) can be made through the online portal at <https://pwsd1jeffco.authoritypay.com/> (service fees apply and you will need Account Number and CID from your new bill, and a valid email address to create an account)
- We will no longer send delinquent reminders before your second due date or hang tags as a notice to customers with pending disconnects. Past due accounts with a previous balance must be paid in full by the due date to avoid disconnection of service and additional fees.
- As we continue to learn and become familiar with the new system, it may take us a bit longer to assist customers in the office and on the phone. Please be patient and kind, as our small office is doing its best to serve you as efficiently as possible.

Should you have any questions, please visit our website at www.pwsd1jeffco.com, email us at customer@pwsd1jeffco.org, or call our office at 636-296-0659.