

Coastside County Water District

766 Main Street, Half Moon Bay, CA 94019
(650) 726-4405 phone

www.coastsidewater.org



Important information regarding changes to your account

The Coastside County Water District has implemented a new Utility Billing Software System.

Please note the following changes have been made:

- **New Customer Account Number:** You now have a new customer account number, please be sure to reference the new account number on your statement when contacting our office, mailing in payments, and paying your bill through your personal online banking.
- **Your Statement will look a little different too!** It now includes the following:
 - Two years of consumption data (instead of one year) listed in gallons
 - Tiers and rates based on your consumption usage
 - Detailed other charges
- **Online Bill Pay:** Effective May 2, 2016, we will implement a new, user friendly online payment system. All customers that are currently signed up with our Netbill system will be asked to change over to our new **Insite** system. New features will include:
 - Login (or Register) at www.coastsidewater.org to view your account detail, including:
 - Transaction history
 - Address information
 - Account information
 - Consumption history
 - Pay your bill (one-time only)
 - Pay multiple bills in one payment
 - Save credit card for future one-time payments
 - Sign up to go paperless
 - Manage multiple accounts

You also have the ability to pay through **Quick Pay** where no login is necessary - All you will need is your account number and the last payment amount.

- **Direct Debit from your Bank Account:** If you are signed up for payment by direct debit from your bank account, there will be no change in your payment method. If you would like to sign up for direct debit, please contact our District office.

Important information regarding Automatic/Recurring Credit Card Payments

Given the changeover to our new Billing System, this is the last statement that will be paid using your automatic/recurring credit card information (which will be processed on May 15, 2016.)

Please contact our District office at (650) 726-4405 between the hours of 8:00am and 5:00pm to set up your recurring/automatic credit card payment processing to be effective after May, 2016.

We apologize for any inconvenience this may cause you while we are transitioning systems to improve our customer billing.