



(360) 747-7869
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Dear Customer,

We're excited to announce that **Carrolls Water Association** is launching a **new billing system and a new online payment system** between **June 1 and June 10**, just in time for our **June 10th billing cycle**!

What's changing:

- Late fee of \$10 will now be assessed if payment is not received before the 1st of the month following your due date.
- Bills will have a cleaner, easier-to-read format.
- Account numbers will be changing. Your new account number will be longer and follow this format: **10(current 3-digit account number)000**. Please use your new account number when setting up online payments and account access.

Example: If your current account number is **123**, your new account number will be **10123000**.

Online Payment Updates:

- A new online payment portal will offer improved features for account management.
- Payclix will no longer be used. Your current Payclix accounts will be disabled when the new system goes live.
- All customers who wish to pay online will need to create a new online account through the new payment portal.
- Customers currently enrolled in automatic payments through Payclix will also need to re-establish their payment information.
- Instructions on how to register, create an account, and set up payments will be included with your June 10th billing statement.

Payment Options and Fees:

- Customers can sign up for free automatic checking account withdrawals (ACH) by filling out the included ACH Authorization Form **and** attaching a copy of a voided check. Mailing instructions are provided on the form.
- Convenience Fees: Starting with the June billing cycle, a new convenience fee structure will apply for online payments. These fees will replace the current Payclix fee of 2.9% plus \$0.30 per transaction.

New Convenience Fee Rates	
\$0 - \$30.00	\$1.95 Fee
\$30.01 - \$60.00	\$2.95 Fee
\$60.01 - \$90.00	\$3.95 Fee
\$90.01 - \$120.00	\$4.95 Fee
\$120.01 - \$150.00	\$5.95 Fee
\$150.01 - \$180.00	\$6.95 Fee
\$180.01 - \$210.00	\$7.95 Fee
\$210.01 and above	4% Fee

We appreciate your patience and understanding as we make these important upgrades.

Sincerely,

Kristin Young, **Billing Manager**
Carrolls Water Association