

Currents

BWSC News

Sept/Oct 2019

We Heard You

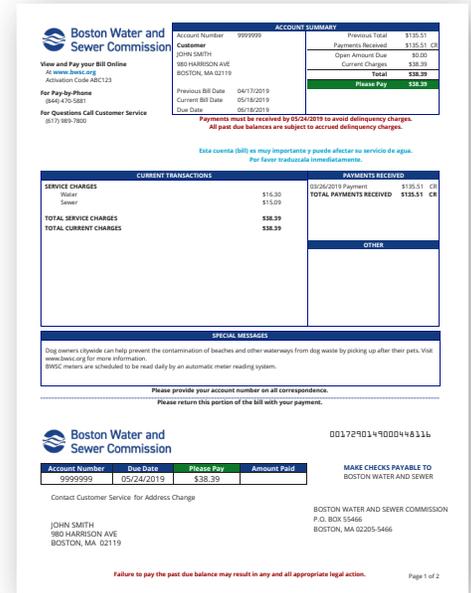
BWSC appreciates customer feedback. We listened to the need for an upgraded billing system and have worked to bring you convenient new features and a new user-friendly customer information system. Our new billing system and website are up and running. Our redesigned website has been enhanced to improve customer access and support the new billing system.



The New Billing System is Here!

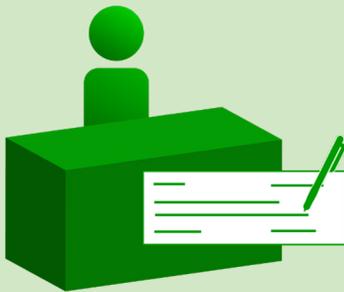
Features included in our new system simplify the billing process and allow for improved customer service. The new billing system includes a Customer Self-Service portal where you can view, download and pay your bill. Customers have the option to receive their bill electronically or receive paper statements in the mail. The redesigned bill format is easier to read and includes payment plans and installments if they apply to your account.

You will also have the choice to register for AutoPay. To keep customer information secure, current AutoPay information will not



transfer to the new system. If you already have AutoPay, you will need to re-enroll for AutoPay in our new CSS portal.

We have a new billing system, but you can receive and pay your bill the same as always.



You can still pay

- at BWSC headquarters
- at any of our neighborhood site visit locations
- by sending your payment in the mail

It is your choice.



