

## Bill Payment

Public Water Supply District No. 1 offers a wide variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

### Automatic Bank Draft

The worry-free way to pay your water bill. With this service, the amount of your monthly bill is automatically deducted from your bank account and credited to your utility account. There is no set-up fee. **There will be a \$1.50 per month fee associated with EFT (Checking) payment method and \$2.00 for credit/debit card payment.** Go to our website at [pwsd1cole.com](http://pwsd1cole.com) and click on the green Bill Payment button, and then the green PAY Bill Now button. This will take you to our payment portal website where you can register your account and set up ACH bank draft. When the bill is received automatic bank draft will be shown as **\*\*draft\*\*** on the bill.

### Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please postmark your payment before the due date specified on your bill.

### Payment Drop-off Location

You may pay your bill in person at our office address. We accept cash, check, money orders and credit/debit cards. **There is a convenience fee to use credit/debit cards of \$2.00 up to \$50.00 and 4% over \$50.00.** Payments can also be dropped off at the District Office after hours in our drop box located to the left of the double window. Customers can pay their bill ahead of time if they wish. A credit will be on their account. When the bill is received a credit balance will be shown as **\*\*credit\*\*** on the bill.

### Payment through Financial Institution Online Bill Pay

Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to ten business days to post to the customer's account. Please consult with your bank for more information.

### Payment through our website at [pwsd1cole.com](http://pwsd1cole.com).

Credit/Debit card payments may be made on our web page at [pwsd1cole.com](http://pwsd1cole.com).

**A convenience fee will apply.**

### Returned Check or ACH Payment

If for **ANY** reason your payment is returned to us, you will be charged a \$25.00 service fee. Reasons for return include, but not limited to, insufficient funds, closed account, stopped payment, expires card, and any other reason listed by your financial institution. This charge must be paid with the original amount of payment with money order, cash, or credit/debit card. Checks will not be accepted.