



# BILLING UPDATE!

In an effort to serve you better, CLCWA is upgrading payment services and a new billing system is now active. A brief overview is provided below.

The first change you will see is a new bill with an updated account number. Please note billing is every other month, so depending on your billing cycle this change will be visible on your August or September bill.

What you will need to do:

- Online payments:
  - If you have automatic credit card, or bank draft autopayment services through First Billing, and you want to continue autopayment, you need to register through the new CLCWA online portal [www.clcwa.org](http://www.clcwa.org).
  - **Note: Existing autopay arrangements will be deactivated October 1, 2022.**
- Bank Bill Pay Services:
  - If you have autopayment services through your bank, you will need to contact your bank and update your account number. The new account number will be printed on your next bill, and all subsequent bills. Call your bank's customer support for assistance.
  - If you have manual pay through your bank, you will need to contact your bank and update your account number. The new account number will be printed on your next bill, and all subsequent bills. Call your bank's customer support for assistance.
- Payment by mail
  - Note that you will have a new account number, starting with your next bill.
- Payment in person
  - Note that you will have a new account number, starting with your next bill.
- Auto Checking Bank Draft - set up directly with CLCWA
  - This service will not be affected by the change and remains a FREE bill pay option. You only need to be aware that your account number will change, starting with your next bill.

Benefits of the new billing system:

- Reduced fees
- Easier access to your billing information
- All payment services in one location

Changes you will see:

- Updated online service portal to view and pay your bill.
- Your account number will change. You will see the new account number, starting with your next bill.
- Credit card payments will be accepted at our office and over the phone, starting October 1, 2022.
- Reduced fees for online payments.

**For questions or assistance please contact us.**

- Phone – 281-488-1164
- Email – [customerservice@clcwa.org](mailto:customerservice@clcwa.org)