

The Water Connection



A Newsletter Prepared by Crystal Springs Water District

Issue 6 July 2019

Crystal Springs Water District Hours

8:00am-4:30pm

Monday-Friday

Office Phone #

541-354-1818

Emergency #

541-806-3818

Office Email

office@cswdhr.com

Fred Schatz

Superintendent's

Email

fred@cswdhr.com

Bills are mailed on the 1st and are due around the 15th of every month.

Website

www.cswdhr.com

Board Meetings

7pm

Third Thursday of every month.

Please attend, you are always

welcome.

We have recently upgraded our billing software and online web payment portal, which will allow for many more payment options. Due to this upgrade however, it will require you to register (or re-register) your account.

Please follow these steps to do so...

Go to www.cswdhr.com > **Pay Bill Online**, This link will take you to our new web payment portal <https://cswdhr.azurewebsites.net>

Click on the REGISTER button and follow the prompts...

Step 1- Enter Account #

Step 2- Verify Account

Step 3- Create User *

* If you already had a previous User Name & Password, you can enter that information here

Step 4- Registration Complete

Once you have followed these steps, you will be able to login to your account.

Please note that you will now be able to utilize the following features...

Track your current balance

Make a payment

Review your payment and usage history

Link multiple accounts

Save a credit card number for future payments

Option to setup Recurring Payments

If you have any questions, feel free to contact the office staff for further details and instructions.

Rate Schedule

| | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 |
|--------|-----------|-----------|-----------|-----------|
| 3/4" | \$35.45 | \$48.80 | \$56.35 | \$64.60 |
| 1" | \$58.70 | \$69.25 | \$80.75 | \$93.30 |
| 1 1/2" | \$86.50 | \$102.05 | \$119.00 | \$137.50 |
| 2" | \$136.10 | \$160.55 | \$187.25 | \$216.00 |
| 3" | \$234.45 | \$276.65 | \$322.60 | \$372.75 |

We would like to hear your questions, concerns and support about the current rate structure. Please email office@cswdhr.com with the subject "rates", and they will be forwarded to your Board of Directors.

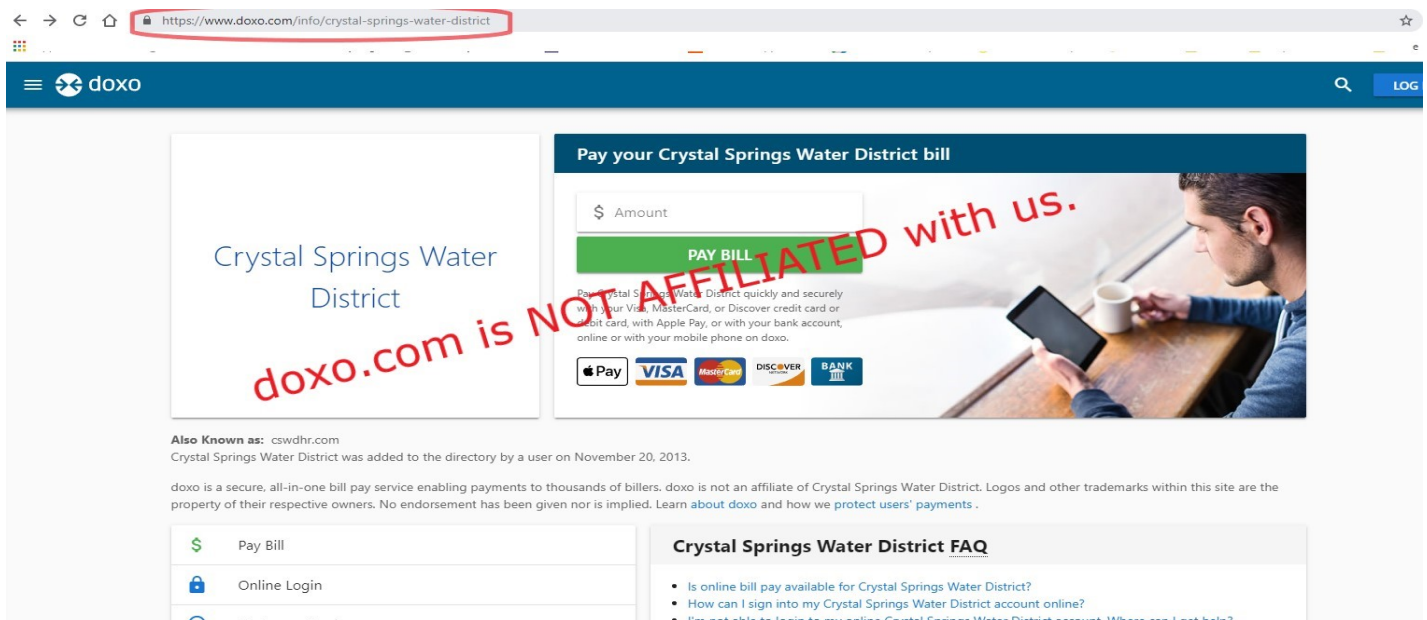
DOXO WEB PAYMENT WARNING

What is doxo?

doxo is a paperless billing and bill pay service that enables the general public to connect and make payments to multiple billers and service providers, all under one “convenient” login. Within a doxo account the general public can pay bills, manage documents, and manage connections with different providers. **doxo is NOT AFFILIATED with Crystal Springs Water District**, however it is a legitimate service that accepts payments from the general public and provides payment to billers.

Why are some customers using doxo?

When doing a web search for a utility website, such as **cswdhr.com** it can easily come up in the search results. Instead of clicking on the utility’s actual website or web payment portal, the customer inadvertently chooses doxo’s portal. The description in the URL of the web browser, will show the customer where it is being directed. See the picture below...



How can doxo cause issues?

Fees charged by doxo:

“doxo is an alternative payment option for many service providers. Because it costs us money to process payments, and these service providers don’t pay us for this service, we must charge a fee to cover the costs of operation. Since doxo is simply an option, you're not obligated to use our service if you don't like the fee. We encourage you to do what makes the most sense for you.” – doxo support.

Based on research, doxo charges \$3.99 to process each transaction or \$9.00 a month for subscription.

Sign up for Text messaging alerts from CSWD!

Boil Water Notices—Construction Alerts

We will keep you notified in emergencies. Call office or email at office@cswdhr.com to provide us with updated phone numbers.