

Frequently Asked Questions about online payments at CVWD

What do I need to sign up?

Besides Web access and an e-mail address, you also need to have your current CVWD account number. You will also need a valid checking account if you wish to pay your bill online. To use the online account management system you will be asked to read and acknowledge the “terms of service” agreement as well ([click here for TOS agreement](#)).

Will I still get my paper bill?

Yes. At this time if you sign up for online payments you will still receive a paper bill in the mail. Online bill simply allows you to check your account and make manual or automated payments online. If you choose the option for “paperless” billing you will stop receiving a paper copy via the US mail and receive an image of your summary bill via email.

Can I use my debit or credit card online to pay my bill at CVWD?

Not at this time. Currently the district provides the ability to use your checking account to either make scheduled payments or manual payments. If you are interested in seeing credit and debit cards in the future please let us know. Feedback from our customers is what drives changes to our offerings.

Is receiving and paying bills online complicated?

Managing your account online is easier and takes less time than opening the envelope containing your paper bill, reviewing it, writing a check and keeping manual records of your payments. Just click to view the bill online, enter the payment amount, schedule the payment date and you're done. And, if you still wish to have a paper copy of your water bill for your files, you can print the bill directly from your computer.

I pay some bills online at my bank or at my vendor's websites. Is that the same as CVWDs account management?

No, each system is slightly different. Please review your options before making choices on any online account. The CVWD online payments system “pulls” the payment from your designated account, at the designated time you choose. Some systems choose for you. Some systems require you “push” your payment from your bank.

If I pay bills online, do I give up control of when payments are made?

No. You will always be in control of your bank account. You decide whether to pay manually, and what date on which to do that. If you choose automated billing, you still choose the date of payment. If you need to cancel or change a payment, you can do that. It just needs to be done before the processing date.

I already automatically deduct my CVWD payments from my bank account. Is that the same thing as Online Bill pay?

No, that is an automatic debit or ACH. ACH is maintained by the districts staff on a re-occurring schedule. If you are already using ACH deductions, you need to stop that process before actually making a payment online or you may see multiple payments deducted from your checking account. The staff assisted automated deductions will still be available to customers; however we encourage you to try the online system.

Is the system secure and is my information safe?

Yes. The district has partnered with a certified and audited merchant service and software vendor. If you use the system as designed your information is very secure. The district suggests that you never conduct business on the internet unless you have installed proper virus protection and have security of your own such as a proper firewall.

Will CVWD ever call or email me for more information?

Possibly. If there is a problem or any issue with your account, the district staff will try to contact you to keep your account status and information up to date and safe. The staff will never contact you and ask for your social security number, banking or credit card information. If you have any questions about an inquiry, please call the office directly at 818-248-3925.

Can I keep track of my payments?

Yes. There is an online history under account management that shows all account information anytime you want.

How much does it cost?

There is not cost for using the online account manager or paying your bill online. If incorrect information, fraudulent information, or other banking conditions exist that prevent a valid payment then a \$35 fee may be charged by the district and you may incur fees from your banking institution. This also applies for ACH and staff assisted debits.

Is an emailed bill the same as a mailed bill statement or invoice?

No. Currently the email version of the bill is a summary of your charges. It directly reflects the online screens you will see while managing your account. The district is working to replace the emailed version with a duplicate of the paper version in the near future. A copy of your detailed bill is always available upon request from customer service.

Can I pay my bill over the phone?

In extreme cases a manual deduction can be accomplished by staff if approved by management. The district seeks to minimize this method of payment to maintain security and ensure proper accountability for customer's payment methods. The normal policy requires signing a form either at the main office or online.

Can I pay for all services offered by CVWD online?

No. The online payments system is currently for water and wastewater billings only.