

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, Visa or MasterCard 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](#)).

Are there any charges for this service?

No. Using the District's online payments method is free at this time and does not add any charges to your payment or balance. **Third party services may charge you** for submitting a pay via their service. Please read their agreement carefully if you choose not to use the method provided by the District.

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 bills simply allow you to check your account and make "one time" or automated payments online. Currently the "paperless" option is not available. This will be available in the future as improvements are applied to the site.

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

Yes, Credit card and Debit cards with Visa or MasterCard logo on them are accepted. If you would like to see additional options please inform customer service.

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 CVWD 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 to "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 District's staff on a recurring 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's 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 which shows all account information anytime you want.

How much does it cost?

There is no 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 payments.

Can I pay my bill over the phone?

Yes. Customer service can accept a "one time" banking account or credit card payment over the phone. We do recommend that you attempt using the account manager yourself so that you have direct control over your payments.

Can I pay for all services offered by CVWD online?

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