

FREQUENTLY ASKED QUESTIONS

New Customer Portal



In 2027, Clark Regional Wastewater District will be upgrading its billing system as part of a larger effort to increase customer service and efficiency across all systems. The new customer portal will be available starting March 1, 2027.

If you currently pay your bill online or use AutoPay, you will need to create a new online account to continue making online payments.

NEW AND IMPROVED FEATURES:



A payment portal to easily track transactions and manage your account



24/7 access to your statements and payment history



Improved reliability and efficiency for all users



More user friendly ways to make payments on mobile devices

When will the new customer portal be available to me?

The new system will be available for customers to enroll starting March 1, 2027. Current online payment methods will be disabled on February 28, 2027, at 11:59 p.m. You must enroll beginning March 1, 2027 to continue using AutoPay or to make online payments.

What do I need to do?

If you pay your bill with check, cash, or in person, no action is required. You can continue paying your bill as you do currently.

If you currently pay your bill through an existing online account or use Autopay, you will need to create a new online account to continue making payments electronically. If you currently receive an electronic billing statement, a paper statement will be mailed to you instead. **To enroll in our new system, follow these instructions:**

1. Wait to receive your new "Location ID" and "Customer Number" in the mail from the District in February of 2027.
2. Register online beginning March 1, 2027 using that information.
3. Enroll in AutoPay or make a one-time payment.

Alternatively, you can access your Location ID and Customer Number when you receive your bill for March service and pay online at that time. Alternatively, you can access your Location ID and Customer Number when you receive your bill for March service and pay online at that time. View step-by-step instructions to walk you through the process and answers to frequently asked questions. Scan the QR code or visit CRWWD.com/BillingSystemUpdate.



How will I enroll in AutoPay?

Once you have your new Location ID and Customer Number, you can enroll in the new portal. This information will be provided in the new year.

Will I receive a new account number?

Yes. All customers will receive a new Location ID and Customer Number. These new account identifiers will be provided in District communications mailed in February 2027 and will also appear on your April and May 2027 billing statement.

Do you own a business, non-residential property, or a multi-family property (like apartment complexes, condos, and townhouses)?

Scan the QR code below or visit [CRWWD.com/BillingSystemUpdate](https://www.CRWWD.com/BillingSystemUpdate) to learn how the changes will impact you.

We appreciate your patience as we implement these improvements and work to make the transition as smooth as possible.

Scan to
learn more!



Questions? Contact Us

 360-993-4001

 www.CRWWD.com/BillingSystemUpdate

