



NEW Customer Billing System

Here's a helpful guide on how to read your new bill and details that will be provided to you every month.

HOW TO READ YOUR NEW BILL

NEW



WEST TRAVIS COUNTY PUBLIC UTILITY AGENCY
 13215 BEE CAVE PKWY
 BLDG B, STE 110
 BEE CAVE, TX 78738
 (512) 263-0125 or www.wtcpuia.org
 Please make checks payable to WTCPUA

ID30303A
 2000000001 1/1



JOHN SMITH
 123 ANYWHERE ST.
 DALLAS, TX 99999-0099



WTCPUA
 13215 BEE CAVE PKWY
 STE B110
 BEE CAVE TX 78738-0055

There will be a charge on all returned checks.
 Please return this portion with your payment.
 When paying in person, please bring both portions of this bill.

1 CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address		8 Account Number	
JOHN SMITH		123 ANYWHERE ST.		000012-34567-89	
Status	Service Dates		Bill Date	Penalty Date	Due Date
	From	To			
Active	2/25/2020	3/26/2020	30	5/7/2020	5/20/2020

PREVIOUS BALANCE	\$184.45
PAYMENTS	\$0.00
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$184.45

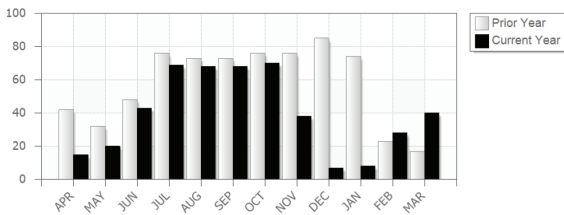
CURRENT READING	PREVIOUS READING	USAGE (In 1000 Gallons)
2,040	2,000	40

Water-Volumetric	\$220.00
Water-Base Fee	\$29.53
Reg Assessment Fee	\$1.25
CURRENT BILL	\$250.78
AMOUNT DUE	\$435.23

6 PAID BY DRAFT

5

3



Hours of Operation - 8:00-12:00, 1:00-5:00 Mon-Fri

4

THIS IS A SAMPLE BILL PRODUCED FOR YOUR VERIFICATION/TESTING. A BILL COMMENT CAN BE ADDED TO THIS AREA OF THE BILL.
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1 Your account information and payment due date

2 Meter information and service charge details

3 Graph of your water use history

4 Important messages from West Travis Co. Public Utility Agency

5 Indicates account is setup for EFT(ACH) auto payments

6 Total current charges

7 Total payment due

8 Your customer account number

You Asked, We Listened!

New Customer Billing System – Secure, Easy-to-Use *with More Options*



Starting in July 2020, WTCPUA customers will have a new and improved secure utility bill payment system with easy-to-use options:



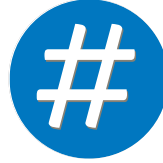
New Online Billing Portal

Secure web-based access to complete account details



Payment by Phone

Access to your account via phone for easy bill payment



New Account Number

If you use online bill pay from your bank, your WTCPUA utility billing account number will need to be updated with your new account number



Paperless Billing

Get all your bills sent to your email inbox

Visit wtcpua.org to sign up for online payments and gain access to your current account information. Read below for important information on how the new billing system affects you.

How does this affect bill pay through my bank?

IMPORTANT: If you have setup WTCPUA bill payments via your bank, your utility billing account number will need to be updated with your bank. Please log in to your banking bill pay service and update your WTCPUA utility billing account number with your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 512-263-0125 to obtain your new account number.

How does this affect my EFT (ACH) Auto Pay?

If you have previously signed up for EFT (ACH) autopay, and your NEW billing statement says "AUTO PAY – DO NOT PAY"; you are all set. We have updated your account number for you and there is no action necessary on your part. If you would like more control over when your payment is debited, you can sign up through our payment portal @wtcpua.org and set your own dates for withdrawal. Please note, any payments processed through the online portal will include a processing fee of \$1.25 or 3% for credit cards. Recurring ACH debits set up through our Customer Service department (bank drafts) will be free to process.

How does this affect my one-time online/phone payments?

If you make payments through our payment portal @wtcpua.org or via our phone system, you will need to use your new account number. Please refer to the example bill on the reverse side of this document to determine where to find your new account number, or call 512-263-0125 to obtain your new account number.

How does this affect my paperless billing?

If you were previously set up for paperless billing, you will continue to receive invoices that way. Please note when making payments that your account number has changed.

How does this affect my recurring credit card payments?

For security reasons, no credit card information has been transferred to the new billing system. Customers wishing to pay by credit card can log in to the payment portal @wtcpua.org to make a one-time credit card payment or set up recurring payments. Please note, there is a 3% processing fee for all credit card transactions.