



MONTHLY AUTO PAY IMPORTANT NOTIFICATION

Del Oro Water Company is in the process of updating its customer online payment portal to include new and improved features, such as E-Bill, enhanced Auto Pay and communication alerts. **Del Oro Water Company does not store your personal credit card data, therefore, if you wish to continue monthly Auto Pay then you will need to login to your account and select "Auto Pay" to re-enroll in order for future payments to process monthly on your credit card.**

Online account access and Auto Pay may only be registered to the property owner on record, and is not available to tenants or property management companies. However, tenants and property management companies will continue to receive as a courtesy a copy of the monthly statement. Tenants and property management companies making online one-time payments will utilize the "Guest Payment" option from the portal.

Additionally, the enrollment process must be completed online due to privacy regulations. However, Del Oro Customer Care Representatives are available by phone if you need additional assistance.

The payment portal is scheduled for an updated look in the coming months, at which time the E-Bill feature will be made available.

The following steps will be required in order to establish credit card autopayments to continue.

Account Settings	
Mailing Address: JOHN SMITH PO BOX 5173 CHICO, CA 95927	
Contact Info:	Edit
JOHNSMITH@EMAIL.COM None	
Bill Preference:	Edit
Physical Bill Electronic Bill	
Auto Pay:	Edit
Not Enrolled	

1. Login to your account at <http://www.utilitypaymentportal.com/>
2. On the left side of the screen, look for the heading "Account Settings".
3. The last item below "Account Settings" are "Auto Pay" and it will say "Not Enrolled". To sign up for Auto Pay (i.e. change credit cards or bank accounts), click on the **Edit** button immediately to the right.
4. If desired, pre-enroll in E-Bill by also editing "Bill Preference" E-Bill availability and information will be communicated when that feature is available.

If you have any questions or concerns, please contact Customer Support at 530-717-2500 or your specific district's phone number located on your bill. Email inquiries can be sent to DelOroMessageBox@DelOroWater.com

We look forward to being able to provide you with additional features following this upgrade, and we would like to thank you for your patience during this upgrade process.

Sincerely,

Customer Service Department
Del Oro Water Company
www.delorowater.com