

Our online billing portal is getting a **new look** with **new features** beginning on **MAY 1ST!**
Below is helpful information about **ONLINE ACCESS**, **PAPERLESS BILLING**, & **AUTOPAY**.

If you do not currently use these features and do not wish to sign up for them, please disregard this letter.



IF YOU SUBMITTED YOUR BANKING INFORMATION FOR AUTOPAY IN PERSON, YOUR PAYMENT WILL NO LONGER BE VALID AS OF April 15th. YOU MUST SIGN UP ELECTRONICALLY between March 15th and April 15th **TO RESTART AUTOPAY BEGINNING WITH YOUR APRIL PAYMENT.** If you do not sign up electronically for **AUTOPAY** in our new system between these dates, **you will need to manually make a payment for APRIL** by mail, in person at Village Hall, drop box located at Village Hall, or make a one-time payment online at CARBON-CLIFF.GOV.

ONLINE ACCESS

If you already have ONLINE ACCESS, your log in information WILL NOT CHANGE. Use the same username and password. Skip to PAPERLESS BILLING.

- If you are the **HOMEOWNER** and **NOT** already registered for **ONLINE ACCESS**:

Go to carbon-cliff.gov, click on **“WATER/SEWER ONLINE PAYMENT”** on the home screen. Then, click the **“Register”** button. You will need your **ACCOUNT NUMBER & CID, which are** found on your paper bill. Enter your email address and create a password, then click **“CREATE ACCOUNT”**. You must click the link in the confirmation email to verify your account. Once verified, you can sign in.

PAPERLESS BILLING

If you do not want to sign up for PAPERLESS BILLING, or you're already signed up for PAPERLESS BILLING, you do not need to sign up again. Skip to AUTOPAY.

Once you have registered for **ONLINE ACCESS** and you log in, you can sign up for **PAPERLESS BILLING!** You will receive an email with your bill attached at the beginning of the month, once it has been processed.

- Log in to your account and look for **⚠ Not enrolled in paperless billing**. and click the word [Change](#).
- Toggle the switch under **“eBills Enabled”** to **YES** for each account you'd like to enroll in **PAPERLESS BILLING**.
- Read the Terms and Conditions and click **“I Agree”** to enroll.

AUTOPAY

If you do not want to sign up for AUTOPAY, you do not need to do anything further.

You must sign up for **ONLINE ACCESS** to enroll in **AUTOPAY**. See directions under **ONLINE ACCESS**.

- **Adding a Payment Method:** Go to the upper-right corner and click **Payment Methods** in the drop-down menu. You can add credit/debit card (with a processing fee) or checking account (no fee) information for **AUTOPAY**.
- Once your payment method is saved, go to the main screen and click [Enroll in Autopay](#) and follow the directions to complete your enrollment.
- **AUTOPAY PAYMENTS WILL BE DRAFTED ON THE DUE DATE OF EACH MONTH BEGINNING IN MARCH.**

Note: **If you complete enrollment 24 hours before the current month's due date, your payment will be processed for the same month.** If you enroll less than 24 hours before the due date or after the current due date, the payment will be processed on the due date the **FOLLOWING** month.

Last day to submit online payments in the old system: April 15th