

COASTSIDE COUNTY WATER DISTRICT

ONLINE BILL PAYMENT SITE

CUSTOMER USER GUIDE

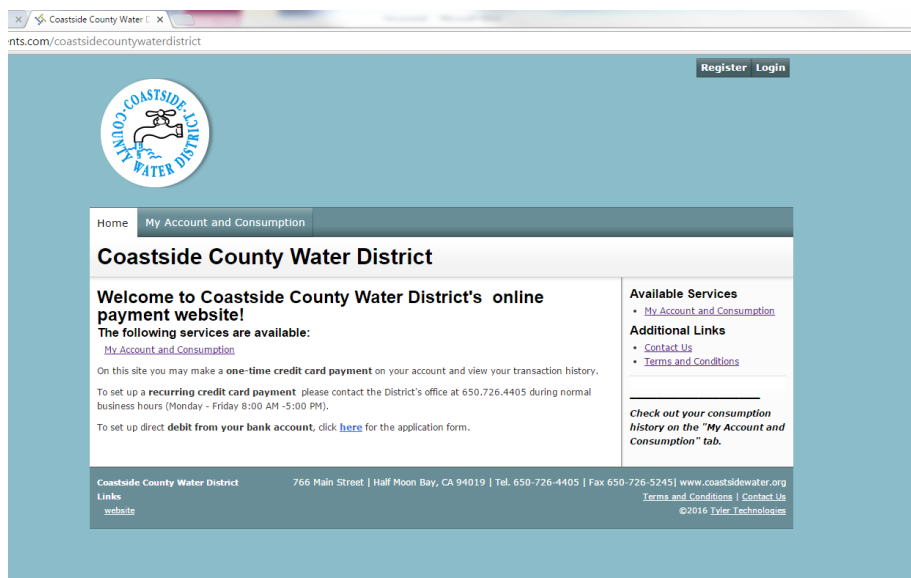
Effective May, 2016, the Coastside County Water District has a **new online bill payment site**. Registration is required in order to use this site.

On the **Coastside County Water District's online bill payment site**, you may:

- Make a one-time credit card payment
- View your current and last four bills
- View your transaction history
- **View your consumption history for the last four years!**

To register for the online bill payment site:

- Go to www.coastsidewater.org – and click on *Online Bill Pay* **“SIGN UP”**



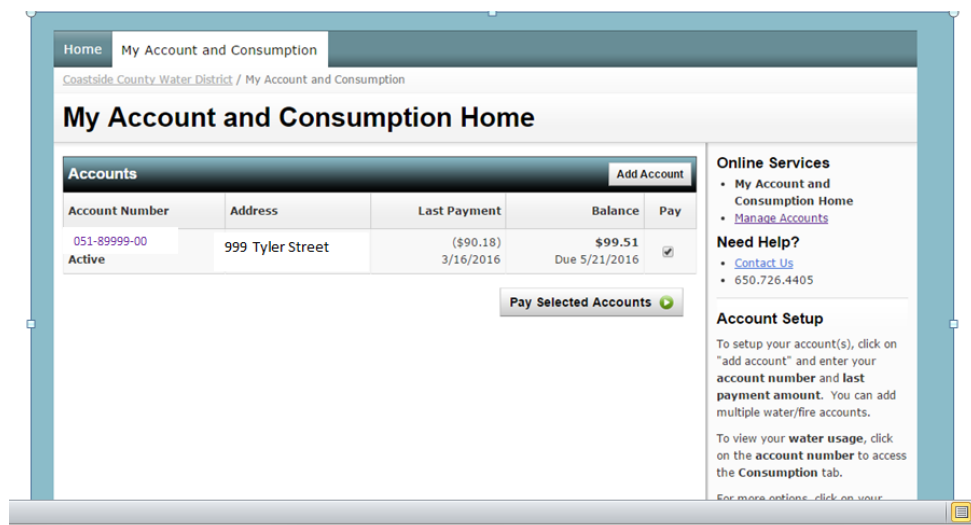
- When you see the above screen, **click on “Register”** in the top left hand corner and fill in your e-mail, name, phone number, and create a **password**. Note that your password must be at least 6 characters in length.

A screenshot of the 'Register' form on the Coastside County Water District website. The form is titled 'Register' and has a 'Create Member' button at the bottom. It contains four input fields: 'Email', 'Name', 'Phone Number', and 'Password'. The 'Password' field has a note below it: '(Must be at least 6 characters in length)'. There is also a 'Confirm Password' field. The form is set against a light blue background with a 'Register' button in the top right corner.

- Once you log in to the website, you will need to set up your account (or accounts) on the site. Note that if you have multiple accounts (such as main account and your fire service), you can view and pay all of your bills on one screen!
- **To add an account --- click “Add Account” and enter your Account Number and Last payment account. Repeat again if you have multiple accounts.**

One Time Payment of an Account

- After you have set up your account, you may now make a **one-time online credit card** payment on your account. **(CCWD accepts VISA and Mastercard.)** On the **“My Account and Consumption Home”** page, check the account or accounts that you would like to pay – and then **click “Pay Selected Accounts”**



- **You will now be prompted to fill in your credit card information. Note that you may save your credit card for future one-time payments.** (Note that your credit card information is encrypted and stored on a secure site.)

Home My Account and Consumption

Coastside County Water District / My Account and Consumption / Payment Cart / Select a Payment Method

Select a Payment Method

Payment Total: \$99.51 [Change Payment Amounts](#)

Enter Credit Card

Card Type Please Select... *

Credit Card Number *

Expiration Date -- / -- *

First Name On Card *

Last Name On Card *

Billing Address 1 *

Billing Address 2 *

Zip *

☐ Save Credit Card

[Cancel Payment](#) [Continue](#)

Online Services

- [My Account and Consumption Home](#)
- [Manage Accounts](#)

Need Help?

- [Contact Us](#)
- 650.726.4405

Account Setup

To setup your account(s), click on "add account" and enter your **account number** and **last payment amount**. You can add multiple water/fire accounts.

To view your **water usage**, click on the **account number** to access the **Consumption** tab.

For more options, click on your account number.

Coastside County Water District 766 Main Street | Half Moon Bay, CA 94019 | Tel. 650-726-4405 | Fax 650-726-5245 | www.coastsidewater.org

[Links](#) [Terms and Conditions](#) [Contact Us](#)

[website](#) ©2016 Tyler Technologies

Recurring Credit Card or Direct Debit Payment Setup

- Please contact our office at 650-726-4405 to set up recurring credit card or direct debit payment setup.

Viewing Transaction History and Past Bills

- To review transaction history and past bills, **click on the account number on your HOME page.**

Home My Account and Consumption

Coastside County Water District / My Account and Consumption

My Account and Consumption Home

Accounts [Add Account](#)

Account Number	Address	Last Payment	Balance	Pay
051-89999-00 Active	999 Tyler Street	(\$90.18) 3/16/2016	\$99.51 Due 5/21/2016	<input checked="" type="checkbox"/>

[Pay Selected Accounts](#)

Online Services

- [My Account and Consumption Home](#)
- [Manage Accounts](#)

Need Help?

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Account Setup

To setup your account(s), click on "add account" and enter your

- On the “Account Detail” page, note the following:
 - **Balance Summary** shows your current balance for the account. You should see your balance change immediately after making a one-time payment. (If you have arranged recurring credit card or a debit from your bank account, payments will generally reflect on your account between the 15th and 20th of the month.)
 - **Recent Bills:** you are able to view and print your last four bills listed in this section.
 - **Payment Arrangements, Contracts, Deposits:** If we have a payment arrangement, contract, or deposit on hand, balances will show in these sections.

To view payment transaction history, click on the transaction history tab

Coastside County Water District / My Account and Consumption / Accounts / Account Detail

Account Detail

Account Detail | Transaction History | Address Info | Account Info | Consumption

999 TYLER STREET
this account is active.

[Make a Payment](#)

Balance Summary	
Prior Account Balance	\$0.00
Current Bill (Due 5/21/2016)	\$99.51
Transactions Since Current Bill	\$0.00
Account Balance	\$99.51

Recent Bills

Date	View Bill (PDF)
4/30/2016	View Bill
2/29/2016	View Bill
12/30/2015	View Bill
10/31/2015	View Bill

Payment Arrangements

There are no Payment Arrangements for this account.

Contracts

There are no Contracts for this account.

Deposits

There are no Deposits for this account.

Online Services

- [My Account and Consumption Home](#)
- [Manage Accounts](#)

Need Help?

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Account Setup

To setup your account(s), click on "add account" and enter your account number and last payment amount. You can add multiple water/fire accounts.

To view your water usage, click on the account number to access the Consumption tab.

For more options, click on your account number.

To view consumption data, click on the consumption tab

Viewing Consumption History – You can view up to four years of consumption data!

- Simply click on the consumption tab and view your consumption history in table and graphic form!

For more information or questions regarding online bill pay, please contact:

Coastside County Water District * 766 Main Street * Half Moon Bay, CA 94019

Office 650-726-9165 * Fax 650-726-5245

Website: www.coastsidewater.org

customerservice@coastsidewater.org