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.
• 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.)
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.
• On the “Account Detail” page, note the following:
  o **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.)
  o **Recent Bills:** you are able to view and print your last four bills listed in this section.
  o **Payment Arrangements, Contracts, Deposits:** If we have a payment arrangement, contract, or deposit on hand, balances will show in these sections.

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**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!

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

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