

FAQ: Your new water bill

As of December 2018, your bill has a new look. We've made it simpler to use, without skimping on detail. The changes include:

- A simplified account summary, for at-a-glance convenience
- Uncomplicated water usage data
- Detailed breakdowns of how your charges were calculated

Here are answers to some frequently asked questions about the new bill format:

Q: Why is my bill changing?

A: We redesigned it in response to customers' requests for a quicker, easier-to-read format.

Q: How did IRWD come up with the new bill design?

A: We collected customer input and developed the new format in response to the feedback we received.

Q: Have any features been removed?

A: No. But we have added some, and rearranged them to make it easier to find the most helpful information.

Q: Has the payment system changed in any way?

A: No. Payments can still be made by mail or online [here](#) using your same login information. (A summary of payment options is available [here](#) at IRWD.com.)

Q: Will I still be able to view my bill online?

A: Yes. We have made no changes to the way customers view and pay bills online.

Q: Will I still need to log in to see my eBill?

A: No. Customers who receive an eBill by email will receive a PDF attachment so they no longer need to log in to view it.

Q: Will the new format affect my service charges?

A: No.

Q: Has any of my account information changed?

A: No. The new format does not affect your account number, username or password.

Q: Can I still mail in a payment even though I'm on AutoPay?

A: Yes. The field to enter a dollar amount is now filled with AutoPay language, but payments will be accepted and processed manually.

Q: Why does my Monthly Water Budget vs. Usage graph not show 12 months of history?

A: That graph will show 12 months of history once your account has been active for more than a year. So if you're a newer customer, fewer months will show.

Q: Why don't I see all the graphs that appear in the [Understanding your water bill sample](#)?

A: Your bill will contain only those graphs that apply to you.

Q: Can I keep receiving the old format?

A: No, the new bill format applies to everyone.

Q: What if the new eBill format doesn't clear my email filters?

A: The eBill format was designed to clear most email filters. Please contact Customer Service at 949-453-5300 if you have any problems.

Q: Will archived copies of old bills appear in the new format?

A: No. Bills from before December 2018 will continue to be archived in the old format.

Q: What do I do if I need to update my contact information?

A: Please call Customer Service at 949-453-5300.

Q: When did the redesign go live?

A: Dec. 4, 2018.

Q: Will I still receive a monthly *Pipelines* newsletter? Where do I find it?

A: Yes. If you get your bill by mail, *Pipelines* will be in the envelope, behind the last page of the bill. If you receive an eBill, *Pipelines* will be part of the PDF bill that is emailed to you; click on the PDF and scroll down to *Pipelines*, after your bill.

Links:

- irwd.com/images/pdf/services/understanding_your_bill.pdf
(Example of an actual bill with helpful explanations)
- online.irwd.com/mrcjava/servlet/mrc.Login?lib=MRCIRWD2
(Pay or view your bill online)
- irwd.com/payment-options (Bill payment options)