

## MEMO

**To:** Board of Directors  
**From:** Lisa L. Breeden, Finance Director  
**Date:** March 12, 2010  
**Re:** Customer E-Bill and E-Pay Update  
**cc:** James M. Bowling, IV

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Earlier this week, Data West Corporation, our utility billing software provider, and its partner, DataPrint, finalized work on electronic bill presentment and online account access for our customers. Through a link from our website, customers are now able to log on securely, view their current and prior bills, make payments, and request services.

I've attached information from our website as well as a sample e-statement for your review. Although there have been a few cosmetic changes to the billing form itself, this process is on-going and your suggestions and comments for improvement are welcomed.



Serving & Conserving

168 Spotnap Road  
Charlottesville, VA 22911

Phone (434) 977-4511  
Fax (434) 979-0698  
EMAIL: [custserv@serviceauthority.org](mailto:custserv@serviceauthority.org)

\*\*\*\*\* e-Bill Coming Soon! \*\*\*\*\*

To:

ACCOUNT NUMBER:  
BILLING ID: 0168 00016474  
SERVICE ADDRESS: Hydraulic Rd  
BILLING PERIOD: 08/27/2009 TO 09/28/2009

**Amount Due \$14491.36**

**To Pay Online from Checking or Savings  
Click Here**

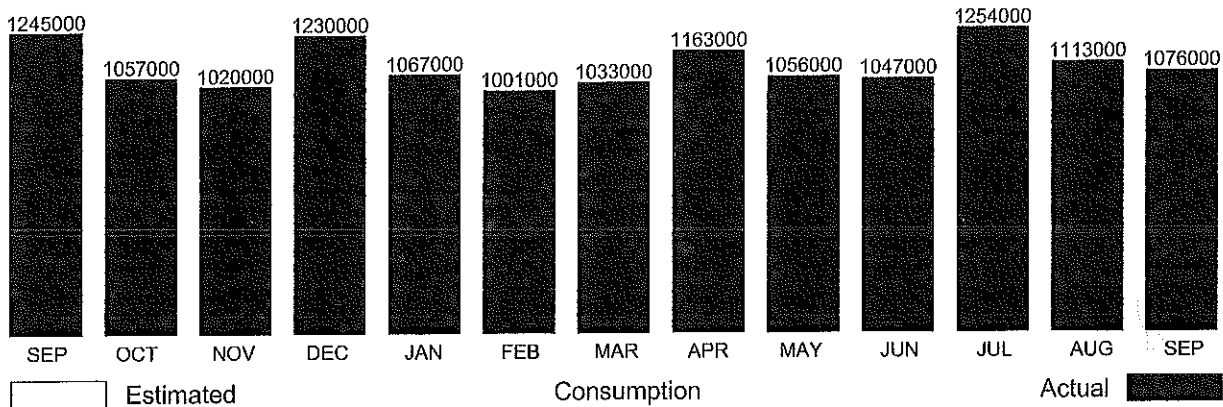
METER READINGS		CHARGES PER 1,000 GALLONS		AMOUNT
	Primary	Secondary	Water-Irrigation Remainder \$6.19: 1074000	\$6648.06
PREVIOUS	9141	30757	Sewer Remainder \$7.21: 1074000	\$7743.54
PRESENT	217	30737	Irrigation Water Remainder \$13.28: 2000	\$26.56
MULTIPLIER	1000	100	Service Charge	\$46.75
CONSUMPTION (GALLONS)	1076000	-2000	Service Charge-Aux	\$26.45
LAST PAYMENT RECEIVED AMOUNT	09/24/2009			
	\$14986.99			
CURRENT CHARGES DUE DATE	10/30/2009		TOTAL CURRENT CHARGES	\$14491.36
			*BALANCE FROM PREVIOUS BILL	\$0.00
			<b>ACCOUNT BALANCE</b>	<b>\$14491.36</b>

\*Any balance from previous bill not credited to your account by the "Disconnect Date" may subject your account to disconnection.

BILLS ARE DUE WHEN RENDERED. TO AVOID INTEREST CHARGES AND PENALTY, PAYMENT OF YOUR ACCOUNT BALANCE MUST BE RECEIVED BY THE DUE DATE.

There is a 10% late payment penalty plus interest charges of 1.5% on all outstanding balances not paid by the due date.

**AVERAGE MONTHLY USE: 1104769**



For the benefit of our hearing impaired customers, our Customer Service Department is equipped with a Telephone Device for the Deaf (TDD).

If payments are made by mail or by online bill payment services, please allow at least five (5) days for the payment to be credited to your account.



To Pay by Credit Card  
Visit [www.officialpayments.com](http://www.officialpayments.com)  
or call 1-800-272-9829  
(Use Jurisdiction Code 1099)

Official Payments, the service provider charges a nominal fee for this service.




**Meter readers are not authorized to accept payments.**



Welcome to the ACSA Website

# Albemarle County Service Authority

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168 Spotnap Road Charlottesville, VA 22911 (434) 977-4511

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The links above will navigate you away from the Albemarle County Service Authority website.

## Frequently Asked Questions

[How do I sign up to receive my statement electronically?](#)

It's easy. From the login page, select "Click here to enroll." At the Authentication page, enter the Account Name, Account Number and Billing ID from your last mailed statement and follow the prompts.

**Authentication**

Enter Account Holder Name and Billing ID exactly as it appears on your last mailed statement.

**Account Holder Name:**

**Billing ID:**

[We will be relocating soon and want to receive our statements electronically. Do I have to wait for my first mailed statement in order to sign up to do so?](#)

No. We can enable eBill when your account is created by providing a username and temporary password. Thank you for asking!

[Will my statement be e-mailed to me?](#)

No. For security purposes your statement can only be accessed through our secure web portal. You will be notified via e-mail with a link to the login page whenever a new statement is available.

[What if I don't receive the notification e-mail?](#)

Following enrollment for eBill you will receive a confirmation e-mail. Should you not receive the confirmation e-mail, first check your spam folder and adjust spam settings to allow these e-mails. Next, login to eBill and select "User Options" to verify your e-mail address is correct. Finally, eBill access is not limited to an e-mail notification. You may login at any time to access current or past statements.

#### [What will my eBill look like?](#)

eBill statements are identical to mailed statements.

#### [When will I see my first eBill?](#)

Following enrollment any current invoice is available online immediately. Going forward you will have access to a 24 month invoice history.

#### [How do I view my eBill?](#)

Adobe Reader is required to view your eBill. If you don't have Adobe Reader simply click on the Get Adobe Reader icon and select the appropriate version to download and install.

#### [Will my mailed statement stop automatically?](#)

Yes, by default your printed and mailed statement will stop when you elect to receive your statement electronically.

#### [Can I go back to a mailed statement?](#)

Yes. Should you need to revert to a printed and mailed statement, go to "User Options" and check the paper statement option. You will then be mailed to you beginning with your next billing cycle.

The screenshot shows a web form titled "Change your User Profile". At the top, there are two links: "Change your User Password" and "Change your Challenge Question & Answer". Below these is the main heading "Change your User Profile". The form contains the following fields and options:

- Username:** (text input field)
- Current E-mail Address:** (text input field)
- New E-mail Address:** (text input field)
- Confirm New E-mail Address:** (text input field)
- Statement Delivery:** (checkboxes for "e-Statement" and "paper Statement", with "paper Statement" selected)
- Update** (blue button)

#### [Can I submit requests online?](#)

Use the Submit A Request link as an example, for a move out notification. You may also contact us using the Send e-Mail link.

**Customer Request for Service**  
Please enter in the following information and the reason for the request.

**User Name:**  
**Billing Id:**

**Account Number of Request:**

**Service Address of Request:**

**Telephone:**

Would you like to be contacted by a customer service representative?  
 Check here if this is a move out request?  
What is your move out date?

Enter your comments or reasons for service request below:

[If I elect to receive eBills, am I required to pay using the "Make A Payment" link?](#)

No. The Make A Payment option is simply another convenient way to submit your payment from your checking or savings account.

[Can I pay using a credit card?](#)

Credit card payments may be made by visiting [www.officialpayments.com](http://www.officialpayments.com) or by calling 1-800-272-9829. Use jurisdiction code 1099.

[Why do I have to sign up again and have another login in order to use the "Make A Payment" link?](#)

For security purposes our online payment system is a separate secure portal.

[Can I make a payment other than the amount due?](#)

Yes. Simply edit the payment amount shown and submit the payment.

[When will my payment be acknowledged?](#)

Payments submitted before 12:00 pm Eastern Standard Time will post the same day. Payments submitted after 12:00 pm EST will post the following banking day.

[When will my payment be received?](#)

Payment is received following approval from your bank which may take up to 3 business days.

[Can I schedule the payment?](#)

Payments can be scheduled up to 364 days in advance and set for one time or recurring.

[Can payments be cancelled or modified after they are submitted?](#)

Yes. Payments can be modified or cancelled online prior to the 12:00 pm EST posting time. Should an adjustment be necessary after that please contact us at 434.977.4511.

[What confirmation or payment history is provided?](#)

A confirmation number is issued with every payment submitted. A payment history is retained online indicating amount submitted, date and amount submitted along with the confirmation number.

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