

Frequently Asked Questions (Online Payments)

1. What information do I need to make an online payment?

In order to make an online payment, you will need:

1. Your First and Last Name, Service Address and Phone Number.
2. Your 'Book' and 'Account' Numbers, found on the middle right side of your bill.
3. Your Credit Card information:
 - Card Type
 - 16 digit number from front of card 9999-9999-9999-9999
 - Card expiration month and year MM / YY
 - Card Verification Code (CVC) number, 3-digit code printed on the back of the card
 - Complete Name and address of your credit card billing location
 - email address (optional)

2. I don't know my Book and/or Account Number. Where can I find it?

Your 'Book' and 'Account' Numbers are found on the middle right side of your bill. Please place your mouse over the "Where can I find these numbers on my bill?" to display the location of the 'Book' and 'Account' number. If you wish to make an online payment and do not have your 'Book' and 'Account' Number, please call the District office (661) 845-1213.

3. Is this website Secure?

Yes, the website is secure using Secure Sockets Layer (SSL) Technology. SSL technology enables encryption of sensitive information during online transactions.

4. How do I get a copy of my payment?

To receive an acknowledgement of your online payment, you must have a valid email address. When you enter your name, credit card, and other information, you have the option of entering your email address. Should you choose to enter your email address, confirmation of your payment will be emailed to you. Alternatively, you can print the confirmation screen. See FAQ #5.

5. I do not have an email address. How can I get a copy of my online payment?

After your online payment has been approved, you will be presented a confirmation screen with an option to PRINT a receipt. Click this option to directly print a receipt.

6. Can I pay more than the total amount due?

Yes, you can pay more than the total amount due. We will carry forward any amount over the present total due and apply it to your next bill.

7. When is my payment processed?

Online payments will be processed by the end of next business day.

8. Once I make an online payment, can I later make a payment by mail?

Yes, you can change your method of payment at any time.

9. Why do I have to enter my credit card information with each payment?

The online payment process requires current card information with each payment. For security and privacy purposes, the District does not retain any of this personal information.

10. Can I make partial payments?

You may choose any amount to be paid. Do keep in mind, when making partial payments, the District will impose late fees if the “Amount Due” is not paid in full by the due date printed on your bill. If you have received a *Delinquent Notice*, your services will be interrupted if the past due balance is not paid in full by the due date indicated on your delinquent notice.

11. Is there a Charge or Fee for using credit or debit cards?

Currently, the District has no Charge or Fee to the customer for using this service. However, keep in mind, the provider of your Credit / Debit Card may have Charges or Fees.

12. Can I use my Debit/ ATM card to make payments?

Yes, you may use your Debit / ATM card to make payments.

13. What types of credit cards are accepted?

The District accepts Visa, Mastercard, and Discover.