

Important Update: Your Billing Account Payment Portal is Changing



Dear Valued Customer,

Heard County Water Authority (HCWA) is transitioning to a new billing and payment platform. **Most customers will have little or nothing to do** — please review the details below to see what applies to you.

What's NOT Changing

- **Mail payments:** Continue mailing your payment as usual.
- **In-office payments:** Continue paying at the HCWA office as usual.
- **HCWA automatic bank draft:** If you have signed up in the HCWA office and signed an auto draft form, your enrollment will carry over.
- **E-Bill:** Your enrollment carries over automatically — no need to re-enroll.
- **Bills due September 10:** Pay through the current portal, mail-in, phone call, or in-office until September 13. **There are NO CHANGES for this payment.**

STARTING SEPTEMBER 14:

Log in at mybill.valiflo.com to:

- Make a one-time payment
- **Enroll in autopay — previous enrollments in the current portal DO NOT carry over**
- Pay by credit/debit card or bank account (ACH)
- Choose to receive future bills by email or text

Payment fees: ACH/bank payments are free. Credit and debit card payments include a **1.85%** processing fee.

Online bills can be paid at mybill.valiflo.com. Your account number and web PIN needed to link your account will be found on your bill.

HCWA is here to help! Contact us with questions or if you need assistance.

PHONE

706-675-3358

IN-OFFICE

Available at the HCWA office

ONLINE

myhcwa.com/contact-us.html

Sincerely,

Heard County Water Authority