



# CALAVERAS COUNTY WATER DISTRICT

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## Summary of Billing Options

### 1. Phone access

- Any secondary party can call CCWD and ask for the amount due at any given address. Anyone can pay a bill over the phone using a Visa or MasterCard.

### 2. In person access

- Any secondary party can come to the CCWD Customer Service Department counter and inquire what the balance is on any given account. They can then pay the bill using cash, check or credit card.

### 3. Online access

- Secondary parties can access any account online if they have the owner's name (exactly as it appears on the bill) and CCWD account number.
- Customer Service Department representatives are happy to help anyone access an account, however they will not provide the owner's information in order to protect privacy.

### 4. Email notifications

- Any secondary party can be added to any CCWD online account. Once added, they can enter an email address and have digital bills sent to them every two months. This is a free service for property owners and secondary parties.
- If an owner has privacy concerns, the owner or property manager can sign up tenants for digital billing. The bills tenants receive will not have any of the owner's information on them.
- [Click here for instructions](#)

### 5. Owner change of address

- A form can be filled out that changes the owner's billing address to where the tenant receives mail. Paper bill will then be sent only to the tenant's billing address. The property owner is still held fully responsible for all bills and fees associated with the account. [Click here for instructions](#)

### 6. Paper Bills Sent to Secondary Parties

- Legal deeded owners can pay a \$15 annual fee to have a second copy of the paper bills sent to a secondary party (tenant).
- [Click here for instructions](#)