

**BOGUE BANKS**

**WATER NEWS**

**Special Edition Newsletter**

**June 13, 2017**

Hello to each one of you, our valued customers! We hope this special newsletter finds each of you doing well. We wanted to let you know that our new billing system will be going live on July 6, 2017. Our web address: [www.boguebankswater.com](http://www.boguebankswater.com), will not change, but we will have a new online payment system. Please read through the below items to see how your payment process may change.

* In order to prevent online payments from slipping through the cracks, our website bill payment link will be unavailable during the transition time. We will be de-activating the link at 5pm EST on Wednesday, June 28. We will re-activate it as soon as our new system is up and running July 6.
* Automatic bank drafts will continue to be drafted. Your banking information will carry over to the new system and the process will not be affected.
* Online users will need to create an account in the new customer portal using your CID (comparable to the current Web ID) the first time only, then you will use the user name and password you create to log in after that.
* Email bill users will need to access the customer portal after July 6 and re-sign up for this. Everyone currently on email billing will start receiving paper bills again unless the signup process is completed online after the conversion.
* Those of you who have set up automatic recurring payments through our current website will also need to set this up again, after July 6.
* Other minor changes you may notice – your account numbers may change, our ebills will now look like our paper bills, and we will be able to reprint a replica of the bill should you need a replacement for any reason.
* We expect to have the ability to take credit/debit cards in the office by the end of July.

All of us at Bogue Banks Water are very excited about these changes. Our new billing system will be more streamlined and user friendly, but as always, please do not hesitate to call us if you have any questions or concerns!