



April 26, 2019

Dear Pine-Strawberry Water Improvement District Customer,

PSWID is pleased to introduce our new Online Billing Software **Xpress Bill Pay**.

For customers who view or pay their bills online you will need to set up a new account with Xpress Bill Pay **on or after May 6th, 2019**. You can access the link via our website, www.pswid.org or you can log on directly to www.xpressbillpay.com in order to register.

For your convenience, a First Time User's Manual is available on the PSWID website to guide you through the process, or you may email support@xpressbillpay.com or call 800-766-2350.

Please Note- If you are currently on Auto-Pay, you will need to discontinue your current service with Invoice Cloud and re-establish that feature with Xpress Bill Pay.

This switch was made to improve our billing services. Xpress Bill Pay will have many new and enhanced features like full bill presentation and the ability to choose the day you would like your account debited.

Furthermore, there will no longer be a service charge for paying with a credit card.

If you have any questions or concerns, please contact our office and speak to a customer service representative.

Sincerely,

Cato Esquivel
District Manager
Pine-Strawberry Water Improvement District

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