

Dear Crescent City Utility Customer:

We've recently upgraded our system to use a new online payment processor. **If you have any online payment methods saved in the old online payment portal, this upgrade will affect your payments.**

As part of this upgrade, you will need to delete any saved payment methods you may have and add a new one if you wish to use online payments. Your payment information remains safe and secure through this upgrade. These changes will take place on September 21, 2021. If you do not update your online profile, any Auto Pay (recurring payments) you had previously set up will automatically be turned off.

You can access your online profile and any online payment methods you have saved by visiting our online payment portal. You can find the link on the City's website ([www.crescentcity.org](http://www.crescentcity.org)) under "Pay Your Utility Bill".

To re-enter your saved payment method:

- From the My Profile tab, first delete your existing payment method by clicking "Remove" next to the payment method.
- While still on the My Profile tab, click "Add a new payment method" and enter the details for the payment method you would like to use and select any options you require, then click "Add payment method to this customer" to save your new payment method.
- To confirm that you have added a new payment method correctly, your newly added payment method will appear on the Make Payment or Add Credit Tab listed under Existing Payment Options.
- If you do not see your newly added payment method, try the steps above again.

To sign up for Auto Pay (recurring payments) for the first time:

- Log in and go to the My Profile Tab.
- Scroll to the bottom of the page and click your account number under "Account number."
- The next page will give you an option that says "Auto Payment of Bill."
- The page will then ask you to add a new payment method.
- Once your payment method is added, scroll to the bottom of the page and click Submit.

This change affects only online payments. You still have other options to pay your bill, including by telephone, by mail, or in person. Please visit the City website for more information, or call the Water Department.

Please direct any questions to the Water Department at 707-464-6517.

Thank you,

Crescent City Water Department