



Chandler Heights Citrus Irrigation District

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Office Hours – Monday through Friday 8am -4pm

July 31, 2019

NOTICE- THIS IS THE LAST DOMESTIC PAPER STATEMENT YOU WILL RECEIVE!

*New Online Payment Portal Now Available for Chandler Heights Citrus Irrigation District- **Domestic Water Account Customers***

CHCID is happy to announce the release of their Customer Web Portal in an effort to deliver the highest customer satisfaction possible to its residents who have patiently waited for this feature. Residents have access to 24/7 online bill pay, complete account history and an enhanced end user experience. **Domestic water statements can now be viewed and printed online only!**

The Customer Web Portal is the second generation of online billing software created by Continental Utility Solutions, Inc. (www.cusi.com). The Customer Web Portal can be accessed at <https://chcid.azurewebsites.net/>, where residents have complete control over their accounts. Online customers can also:

- Enroll in AutoPay (payment will be deducted every 15th of the month)
- Pay their bills in easy one-step with the “Quick Pay” feature
- View past statements and pay current bills
- Navigate easier with a mobile responsive design
- Store multiple and default payment methods

The secure online system is encrypted communication that allows residents to conveniently view and pay their utility bill 24/7 with a debit card or credit card. Convenience fee amount will be the greater of \$2.50 or 3% of the payment amount. Credit/debit card payments made in the office via phone call, email, or walk-in will also receive the same convenience fee. Fees for a one-time payment or AutoPay are the same amount. The fees are collected by the payment processor (CUSI). CHCID **does not** collect any portion of the fees. If you are enrolled in AutoPay and the card is declined, you are responsible for updating the card information before bill due date of the 20th to avoid penalties. CHCID will continue to accept online bill pay through your bank, personal checks, cashier checks, and money orders at no extra charge.

To set up an online account you will need your domestic account number. If you do not know your account number please contact the office and we will happily provide you with it. If you have multiple domestic accounts with CHCID you will have to create separate online accounts for each one.

You are able to access the new payment website by going to www.chcid.org and clicking on the link “domestic water payments” at the top of the page. The next step is to click on “make a payment” which will take you to the direct website where you can set up your online account(s).

Domestic water payments must be made prior to 4:00 PM on the 20th of each month. There is NO grace period.

For more information, contact chcid@chcid.org or 480-988-2731. Office hours Monday through Friday 8:00 AM to 4:00 PM.