

e-Statement FAQ's

How do I sign up to receive my billing statement electronically?

It's easy. From the login page, select "Click here to enroll." At the Authentication page, enter the Account Name and Billing ID from your last mailed statement and follow the prompts.

Authentication

Enter Account Holder Name and Billing ID exactly as it appears on your last mailed statement.

Account Holder Name:

Billing ID:

Start

Cancel

Will my statement be e-mailed to me?

No. For security purposes your statement can only be accessed through our secure web portal. You will be notified via e-mail with a link to the login page whenever a new billing statement is available.

What if I don't receive the notification e-mail?

Following enrollment for e-Statements you will receive a confirmation e-mail. Should you not receive the confirmation e-mail, first check your spam folder and adjust spam settings to allow these e-mails. Next, login to our e-Statement portal and select "User Options" to verify your e-mail address is correct. Finally, e-Statement access is not limited to an e-mail notification. You may login at any time to access current or past statements.

What will my e-Statement look like?

With the exception of an included button on the statement to make a payment online, e-Statements are identical to mailed statements.

When will I see my first e-Statement?

Following enrollment your billing statements are available online immediately and retained online for a 12 month period.

How do I view my e-Statement?

Adobe Reader is required to view your e-Statement. If you don't have Adobe Reader simply click on the Get Adobe Reader icon and select the appropriate version to download and install.

Will my mailed statement stop automatically?

Yes, by default your printed and mailed billing statement will stop when you elect to receive your statement electronically.

Can I go back to a mailed statement?

Yes. Should you need to revert to a printed and mailed statement, go to "User Options" and check the paper statement option. Your billing statement will then be mailed to you beginning with your next billing cycle.

[Change your User Password](#)

[Change your Challenge Question & Answer](#)

Change your User Profile

Username:

Current E-mail Address:

New E-mail Address:

Confirm New E-mail Address:

Statement Delivery: e-Statement

paper Statement

[Update](#)

Can I submit requests online?

Use the Submit A Request link as an example, for a move out notification. You may also contact us using the Send e-Mail link.

Customer Request for Service

Please enter in the following information and the reason for the request.

User Name:

Billing Id:

Account Number of Request:

Service Address of Request:

Telephone:

Would you like to be contacted by a customer service representative?

Check here if this is a move out request?

What is your move out date?

Enter your comments or reasons for service request below:

[Submit](#)

[Cancel](#)

If I elect to receive e-Statements, am I required to pay using the "Make A Payment" link?

No. The Make A Payment option is simply another convenient way to submit your payment from your checking or savings account.

Can I pay using a credit card?

Credit card payment using VISA or MasterCard is now available via e-Pay. A convenience fee will be assessed by the processing company - PWSD does not collect this fee.

Why do I have to sign up again and have another login in order to use the "Make A Payment" link?

For security purposes our online payment system is a separate secure portal.

Can I make a payment other than the amount due?

Yes. Simply edit the payment amount shown and submit the payment.

When will my payment be acknowledged?

Payments made before 10:00 am Mountain Standard Time will transmit the same day. Payments made after 10:00 am MST will transmit the following banking day.

Can I schedule the payment?

Payments can be scheduled up to 364 days in advance and set for one time or recurring.

Can payments be cancelled or modified after they are submitted?

Yes. Payments can be modified or cancelled online prior to the 10:00 am MST transmit time. Should an adjustment be necessary after that please contact us at 303.841.4627.

What confirmation or payment history is provided?

A confirmation number is issued with every payment submitted. A payment history is retained online indicating amount submitted, date and amount submitted along with the confirmation number.