

Customer Service 202-354-3600

DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY I 5000 OVERLOOK AVENUE, SW I WASHINGTON, DC 20032

# ACTION REQUIRED Customers with an Online Account

Dear Customer:

Exciting news! In July 2017, DC Water customers will experience a brand new web portal at **mydcwater.com**, which will offer new, more secure, and easy-to-use services for paying your bill and understanding your water usage.

## Beginning, July 17, 2017, property owners and property managers who wish to take advantage of DC Water's new online services will be required to take the following actions:

- Validate property ownership or property management and create a new User ID at mydcwater.com. As DC Water begins transitioning to the new customer information system only property owners/managers can create a new User ID at mydcwater.com. However, tenants can continue to make one-time payments at mydcwater.com without having to register with the new web portal. When the full system is deployed in early 2018, tenants will have the ability (with property owner approval) to create an online User ID.
- **Re-enroll in auto-pay at mydcwater.com if applicable.** If property owners/managers fail to re-enroll in auto-pay before the November 1, 2017, auto-pay information will be deactivated, and payments will need to be made via phone or mail until the account is re-enrolled in auto-pay.
- **Re-enroll in paperless billing at mydcwater.com if applicable.** When property owners/ managers re-enroll in paperless billing, please be advised that only the property owner/manager will begin receiving the paperless bill. Property owners/managers will be responsible for forwarding paperless bills to any third parties who you wish to pay the bill. However, beginning in early 2018, owners will then have ability to add third parties to begin receiving paperless bills.
- Please note that at this time, only a property owner or property manager can register a property.

For more information, please visit **dcwater.com/customer** or contact Customer Service at (202) 354-3600.

PLEASE SEE REVERSE SIDE FOR A STEP-BY-STEP GUIDE TO REGISTER

### New DC Water Customer Portal now available!

You will need to re-register to access the portal

If you previously signed up for DC Water's online customer portal and have not registered since our upgrade in mid-July, please follow these instructions. If you have never registered, and you own your property, now is a great time to sign up to take advantage of the improved customer experience called My DC Water.

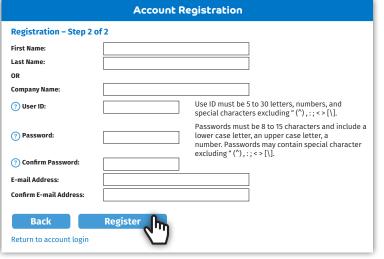
#### A STEP-BY-STEP GUIDE TO REGISTER YOUR ONLINE ACCOUNT

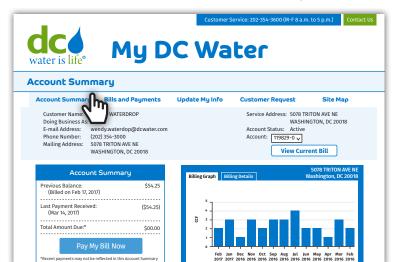
#### 1. Select "Sign Up Here"

#### 2. Enter Account Information

Customer Service: 202-354-3600 (M-F 8 a.m. to 5 p.m.) Contact Us		-3600 (M-F 8 a.m. to 5 p.m.) Contact Us	Account Registration
My DC Water			<b>Registration – Step 1 of 2</b> Your account number is located in the top-right side of your bill.
	Already Registered? Log in here: Username password • enter • forgot password? • forgot pa	IF You Have Questions or Comments Email: customer.service@dcwater.com Phone: 202-354-3600 Mail: Customer Service DC Water Room #400 S000 Overlook Ave., SW Washington, DC 20032	Account Number:   Last Name:   DR   Company Name:   Service Address:   House Number   Street Address

### 3. Click on "Register"





4. Click on "Account Summary"