



BARTOW COUNTY WATER DEPARTMENT
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Phone: (770) 387-5170 Fax: (770) 387-5173
Website Address: www.bartowga.org/bcwd

Automated Payment Services



The Bartow County Water Department, in our continued efforts to expedite payment processing and reduce operational costs, currently provides our customers with the option of submitting their Utility Service Bill Payments electronically either through our Online Payment System or Automatic Bank Draft (ACH) Service. To submit payments through our Online Payment System, please visit our website @ www.bartowga.org/bcwd and navigate to our Online Payments webpage and follow the onscreen instructions. Payments submitted through this system must be made with a MasterCard®, Visa® or DiscoverCard® or a Debit Check Card that has a MasterCard®, Visa® or DiscoverCard® logo. To process payments through our Automatic Bank Draft (ACH) Payment Service, customers are required to initially complete and sign a “Bartow County Water Department ACH Drafts Authorization Form” and submit a voided check to our department to activate this payment service. There are no charges associated with this particular payment service and monthly payments are withdrawn automatically from the customer’s checking account on their applicable payment due date with no further customer action required unless they choose to either disconnect their utility service account(s) or discontinue this payment service.

eBill System



In addition to our Automated Payment Services, our department is pleased to announce the implementation of our new eBill System. This service has been developed to transmit email messages to participating customers that wish to receive their monthly utility bills and other files electronically from our department instead of receiving printed documents such as Utility Service Bills, Consumer Confidence Reports (Water Quality Reports) and Billing Rates Brochures through the mail and will provide customers with immediate and accurate delivery of these documents while reducing production costs, paper consumption and mailing expenses allowing our department to provide our customers with the highest possible quality and convenience of utility service and payment submittal procedures. This is a **FREE** service that only requires you to download one barcode font and have Adobe Acrobat Reader® installed on your computer. If you are a Bartow County Water Department Customer that would prefer to receive an email containing the image of your utility bill during each monthly billing cycle through our eBill System instead of receiving your bill through the mail, then please complete and sign the eBill System Agreement section below and return this letter to our department or send an email confirmation to bcwdenotify@bartowga.org with the information requested. Bartow County Water Department Customers can simply view and print your Utility Service Bill from the attachment provided in our email message and submit your payments either through the mail, inside our Main Office or at our Drive-Thru Window **along with a printed copy of your entire utility bill** or submit them electronically through our Online Payment System, Automatic Bank Draft (ACH) Service or a personal online banking system. *Note: Please make sure if you participate in our eBill System that you keep a record of your Account Number and Customer Name exactly as it appears on your Utility Service Bill for future reference when submitting Online Payment System Payments or contacting our Customer Service Department for assistance.* If you have any questions or require additional information regarding these services, please contact our department during regular business hours, Monday through Friday - 8:00 a.m. to 5:00 p.m.

eBill System Agreement



I understand by signing this eBill System Agreement that I shall begin receiving email messages containing an electronic image of utility service bills and other files from the Bartow County Water Department instead of receiving Utility Service Bills, Consumer Confidence Reports (Water Quality Reports), Billing Rates Brochures and other such printed documents through the mail. I acknowledge that I am responsible for submitting Utility Service Bill Payments to the Bartow County Water Department by their applicable payment due date to avoid late fees and/or service disconnection procedures and that failure to receive notification of my bill from this eBill System does not relieve me of my payment obligations. I also agree to notify the Bartow County Water Department immediately regarding any changes to my email address or to request discontinuance of this eBill Service to ensure I receive proper customer and billing services.

Account Number(s): _____

Account Name(s): _____

Email Address: _____

Signature: _____