

New Credit Card Acceptance Policy FAQ

When will the change in credit card acceptance policy begin?

Effective January 1, 2017, the BWS will accept credit card payments from residential single-family accounts only.

Why is the BWS only accepting credit card payments from single-family residential customers?

The BWS has been absorbing the fees the bank charges for the processing of credit card transactions. Unfortunately, due to the renewed terms of the BWS's contract with the bank, the BWS can no longer afford to include non-residential customers (customers who are not billed at the single-family residential water rate) in this payment option.

Which customer classes are affected by this change?

Customers who are not billed at the single-family residential water rate are affected by this change. This includes multi-family residential, agricultural, non-residential, and non-potable water customer accounts.

Does this change affect both the water bill and sewer bill?

Yes as payments for both are handled by the Board of Water Supply. The credit card acceptance policy applies to all bills for accounts that do not pay the single-family residential rate either for water or sewers.

What payment options remain available for customers affected by the change in the payment acceptance policy?

Customers affected by this change may still use alternative methods of payment such as cash, check, or automatic deductions from their checking or savings account.

Who may I contact if I have additional questions?

For more information about the change or any questions regarding your account, please call the BWS Customer Care Division at 748-5030.