

Butler County Water and Sewer Department

e-Billing FAQs

What is e-billing and how does it work?

BCWS is offering a paperless billing option for its water and sewer billing customers. Instead of receiving a paper bill, you can receive an e-mail notifying you that your bill is ready, and a link that will take you to view your bill. The bill date, due date and other information you are accustomed to seeing on your bill remain the same.

NOTE: If you have more than one location assigned to an account (customer number) with BCWS, signing up for e-billing will activate e-billing for *all* of your locations. An example of this would be a landlord with several properties. The customer number is the portion of the account number that begins with a 3XXXXXX.

If you have multiple accounts that have different customer numbers and you wish to enable e-billing for some or all of them, you must register separately for each customer number. An example of this would be different companies owned by the same individual or corporation.

Can I receive both an e-bill and a paper bill?

No, once you sign up for e-billing, you will no longer receive a paper bill.

Is it free?

Yes, the service is absolutely free, even when you make changes.

What are the benefits of e-bill?

- You have one less piece of mail to sort through
- You receive your bill immediately when it is released
- You avoid mailing delays
- You always know where your bill is
- You save money on postage
- You are a good steward of the environment, saving trees, energy and resources.

How do I sign up for e-billing?

To sign up for e-billing, please visit us on the web at www.butlercountyws.org. Once there, click on Customer Web in the right banner. Register or log in. When registering, you must enter your account name *exactly as it appears on your billing statement (including any numbers that may appear after your name)*. Once there, click on link to **sign up for e-billing** and follow the directions. You will be asked to provide your e-mail address. An activation e-mail will be sent to the e-mail address you provide.

How do I change my e-mail address?

Simply log back into Customer Web as described above, click on the link [to change your e-mail](#). This will change both your Customer Web email address and your e-billing email address. They are linked together.

What happens if I don't get the e-mail each month?

Check your e-mail spam or junk filter to ensure that the email address BCWSebill@butlercountyohio.org is added to your "rules" to prevent it from being caught in your filters. Also, you can verify that the e-mail address on your profile is correct by logging into Customer Web and verifying your email address is correct under Preferences.

Will my e-mail address be shared with anyone else?

No, your e-mail address will not be shared with outside parties. It will only be used for billing related matters.

What about Past Due Notices and Bill Inserts?

Past due Notices will be mailed via USPS to the address on record. Bill inserts (current and historical) are available for viewing on the web under Bill Inserts on the right side of our home page at www.butlercountyws.org. Please note that we do not insert material into our bills every month.

If I sign up for e-bill do I have to sign up for Automatic Bill Pay (ACH)?

No. Automatic Bill Pay (ACH) and E-billing are two different services that may be used independent of one another or they may be used at the same time. E-billing is available by clicking on the E-billing link on the right side of our home page.

Will the e-bill look like the statement I get every month?

Not exactly, but it will be very similar and will contain all of the same information as the paper bill you are accustomed to. Once you are logged into Customer Web, click on Bills to see and/or print your bill.

What if I want to stop e-billing and return to paper billing?

You may elect to stop e-billing at any time. Simply log into Customer Web, click on the link to [Cancel / Update E-billing](#), follow the directions and select Paper Bills from the drop down menu. If your bill is in the middle of a cycle, you may receive one last e-bill before paper bills resume.

How can I view my e-bill if I do not have a computer at home?

You can access your e-bill from any computer with internet service.

Is it safe to receive my bill via e-mail and pay it on-line or over the phone?

Yes, Butler County and the BCWS maintain a secure environment for your electronic transactions.

How will I know if my on-line or telephone payment is accepted?

You will receive a confirmation number. We recommend that you keep this number for your records.

How soon will I receive my first e-bill?

You should receive your e-bill on your next scheduled bill date provided a bill is not already in the mail to you when you sign up.

What payment options do I have with e-bill?

You have the same payment options as you would with a mailed paper bill. You can mail a check, walk in your payment, pay over the phone by credit or debit card (\$2.30 per transaction), pay on the web via e-check (free) or by debit or credit card (\$2.30 per transaction), pay on-line via your bank or other financial institution (fees vary), or use our 24-hour drop box located at 130 High Street in Hamilton, Ohio. You can also sign up for ACH -automatic debit of your checking or savings account. If you mail a paper check, please reference your account number on your check for proper posting.