

# IMPORTANT OPTIONS FOR YOU

## PAPERLESS BILLING

You can choose to have a paper bill sent to you, a paperless e-bill sent to your email, or both. To opt in to one or more paperless billing options, call our billing department at (951) 658-3241, or send an email request to [newservice@lhmwd.org](mailto:newservice@lhmwd.org). Be sure to include your name and service address or account number in your request.

## CUT OFF WARNING TEXT MESSAGE

We can send you a text message if your account is in danger of disconnection due to non-payment. If you would like to be notified by text of an impending disconnection, call or email our billing department to make the request. If sending an email request, be sure to include your service address and text-ready phone number.

## ONLINE ACCOUNT MANAGEMENT

You can create an account at [www.lhmwd.org](http://www.lhmwd.org) to see your current account balance, transaction history, and conveniently make payments.

## PAYMENT OPTIONS

Our lobby is open Monday through Friday, 8 a.m. to 5 p.m., where you can make payments in-person with cash, check, or credit/debit card, or over the phone with a credit/debit card. A drop box is available outside of the lobby 24 hours a day for cash or check payments.

Credit and debit card payments can be made through our automated system by calling 1-833-259-4021.

Payments can also be made online at [www.lhmwd.org](http://www.lhmwd.org) with a credit card, debit card or your bank account.

For your protection, LHMWD does not store any financial information.