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GNHWPCA is excited to introduce its **CUSTOMER ACCOUNT PORTAL (CAP)**. CAP allows customers to view their account information, their current bill, or to make a payment. This real-time information can be viewed on your computer, tablet or smart-phone device; or received via a voice connection through our phone auto-attendant (IVR). Thus customers are now able to choose to pay their bill either online, or by phone, in addition to the traditional methods (Mail-In, Walk-In, or Alternate Payment Locations). Instructions for customers has been detailed in the newsletter, *SewerWorks*, which accompanies our 2015 mailed billing statements.

- The online and phone system accept credit cards (Master Card, Visa, American Express & Discover), Debit Cards, and Electronic Checks (E-Checks—you will need your bank routing number and account number from either your checking or savings account).
- A near-term feature enhancement is planned to be available soon for customers wishing to set up automatic payments. They will be able to enroll in the “Auto-Pay” option, and their payments will be drawn from a specified account on the due date of the current bill. All customers are invited to register and use the new payment options.
- Customers who prefer to pay by phone, may simply choose the appropriate option when calling our main Customer Service phone number 203-776-3570. They will be guided through the payment process by the auto-attendant.
- Please note that the CAP has replaced the online bill payment option formerly available via Webster Bank. All customers are required to initially pre-register in the new **CUSTOMER ACCOUNT PORTAL**, even if you have been paying your sewer use bill online via Webster Bank.
- The Webster Bank online bill pay system is officially discontinued. Any computer links that you may have on your personal computer systems will no longer connect.

GNHWPCA is pleased to bring this new value-added service to our customers. The convenience of these options will provide our customers with the ability to access their account information and to view and pay their bill 24 hours per day, 7 days a week.