



COTTONWOOD WATER DISTRICT

NEWSLETTER

WHATS NEW

Cottonwood Water District office is open Monday, Wednesday and Friday from 9am-3pm and available by phone during normal business hours Monday – Friday 8am-5pm.

We do ask for only one person to enter the building at a time due to social distancing requirements.

Please visit our Website to pay your bill, download and print forms, upcoming calendar events and much more

Administrative Contact:

(530) 347 – 3472

Emergency Contact:

(530) 941 - 2641

(530) 941 - 4274

TIRED OF SNAIL MAIL?

Simply ask us about how to set up email bills to get your bills instantly! Or better yet include your email in your next payment and note that you would like future bills via email. **YES!!** It's that Simple 😊

BILLING CHANGES & ONLINE PAYMENT INFORMATION

Our monthly billing is generated around the third week of every month and will be sent out before the end of each month. These bills are due by the 15th of the following month.

How can I pay my bill?

1. Set up Draft/ACH payments by filling out and returning the attached forms to update your customer information and electing for your bill to be automatically drafted from your bank account each month. We are so excited to offer this service to you free of charge! That's right! No more having to worry about did I pay my bill, buying stamps, stopping by to drop off payments and when do I get my bill each month. Let us handle it for you!
2. Pay online: Visit www.cottonwoodwaterdistrict.org => Pay Your Utility Bill. Please be sure to have any pop-up blockers removed and visit our Billing Information FAQ tab for further instructions.
3. Drop off your payment in our secure drop box at the front of our Office location at 3282 Chestnut St. Cottonwood, CA 96022., or in person during Office hours. We accept Cash, Check, Money Order or using a Credit/Debit card paying a \$3.00 processing fee (for every \$100.00 on the account).
4. Mail in payments utilizing our return slip included with your bill.
5. Call our office at (530) 347 – 3472 during normal business hours to pay over the phone.



How do I turn off my water?

It is important that all CWD users are aware of the rules and regulations of the district. All customers are encouraged to install a gate valve/shut off valve, on the customer side of their meter in an enclosure separate from the the meter box, for use by the customer. It is advisable that all customers are aware of the location of their customer installed shut off valve in case of an emergency.

The valve in the meter box on the District side of the meter is for District use **ONLY**, and shall not be used by the customer. Any damages caused to District property by the customer will be assessed and any associated costs will be allocated appropriately. If you need to shut your water off and are unable to locate your customer supplied shut off valve please call our emergency contact and we will be happy to assist you.