

May 2021 Newsletter

Invoice Cloud Payment Solution Coming in May

On May 4, 2021 we will be launching a new and improved bill pay service using the Invoice Cloud portal. Invoice Cloud offers a user-friendly payment experience and more features than before to view and pay bills online.

It is simple to make a payment by clicking the "Pay My Bill" button on the District website at www.bancroftclover.com.

Online Payment Highlights

- View and pay your bill online anytime with credit/debit card or e-check.
- Schedule a payment for a future date (before the due date)
- Securely store payment information for a faster payment experience
- Sign up for AutoPay to automatically pay an invoice from your default payment method.
- Sign up for paperless statements.
- Use the IVR to pay by phone or check your balance 24/7
- Sign up for text notifications about your bill by text.

Changes to Convenience Fee Structure

As part of the Invoice Cloud launch, we are making some changes to the convenience fee structure. The convenience fee is a fee charged by the vendor for payments made using credit cards. Beginning May 4, 2021, the credit card convenience fee will change to \$3.50 per transaction, up to \$400.00.

An important change will be for customers electing to receive their bill electronically. The District will now cover the convenience fee for customers receiving electronic statements. As before, there is no fee to pay your bill by e-check, U.S. mail or depositing in the drop box.

If you have a registered account or signed up for autopay in the current portal, you will need to re-register your account and preferences in the Invoice Cloud portal. Please visit www.bancroftclover.com on or after May 4, 2021 to register in the Invoice Cloud portal.

2021 Water Quality / Consumer Confidence Report Available

The 2021 Water Quality report has now been released and is available through our website here: <https://bancroftclover.com/water-quality/>.

If you would like a hard copy, please contact the District office at 303-922-1113.

Outdoor Watering Rules in Effect May 1 to October 1

The annual outdoor watering rules are now in effect. The watering rules incorporate best practices for efficient outdoor water use that will help keep your landscape healthy.

- Water during cooler times of the day — lawn watering is not allowed between 10 a.m. and 6 p.m.
- Water no more than three days per week.
- Do not allow water to pool in gutters, streets and alleys.
- Do not waste water by letting it spray on concrete and asphalt.
- Repair leaking sprinkler systems within 10 days.
- Do not irrigate while it is raining or during high winds.
- Use a hose nozzle with a shut-off valve when washing your car.

Automatic Payment Plan Sign Up Form

AUTHORIZATION FOR DIRECT PAYMENT / AUTOMATIC BILL PAYMENT
Bancroft-Clover Water and Sanitation District

I (we) authorize the Company (Bancroft-Clover Water and Sanitation District) to initiate variable entries to my (our) account described below.

Financial Institutions Name _____

TO IMPLEMENT THE AUTOMATIC BILL PAYMENT, PLEASE COMPLETE THE INFORMATION FORM.
PLEASE ATTACH A VOIDED CHECK.

Signature _____

Print Full Name _____

Address _____

Telephone _____

Bancroft-Clover Water and Sanitation District Billing Account Number _____