



# Billing and Payment Information

Crystal Springs Water District is committed to providing you with clean, safe drinking water.

Crystal Springs Water District bills residential, commercial and industrial accounts on a monthly basis. Water meters are read on the same schedule. Crystal Springs Water District charges a monthly Base Rate based on meter size, which does not include any usage. Usage is billed additionally in 1,000 gallon increments.

## PAYMENT OPTIONS

- **Online payments:** visit our website CSWDHR.com or make an electronic payment through your bank.
- **Automatic payments:** from credit or debit cards are available. Contact the District Office or login to your online account to set up.
- **Automatic withdrawal:** from your checking or savings account. Contact the District Office to set up.
- **Pay by phone:** (541) 354-1818 Press 1, with Visa, MasterCard or Discover.
- **In-person or Drop box:** Our District Office located at 3006 Chevron Drive, Hood River, OR 97031 accepts cash, check, cashier's check & money orders.

## FREQUENTLY ASKED QUESTIONS

### **How do I start or stop my water service with Crystal Springs Water District?**

Please contact the District Office or visit CSWDHR.com/contact/ to fill out and send us a copy of the Start/Stop Service form.

### **Will I need a deposit to start service?**

No, Crystal Springs Water District does not require deposits for new customers.

### **Can I pay my bill online?**

Yes, we have many options available.

**Why is my bill the same as last month?** Water consumption is billed in 1,000 gallon increments. Some customers have a very specific daily routine which carries over to a consistent use of water in their homes. It is not uncommon for the water usage to stay the same each month.

### **Can I change the due date on my bill?**

Our billing system does not allow customers to determine their billing dates. All monthly statements are due on the 15th of each month.



## QUESTIONS REGARDING YOUR ACCOUNT

If you have specific questions about your account, payment options or monthly statement, please contact our District Office at (541) 354-1818 during business hours or send us an email at [office@cswdhr.com](mailto:office@cswdhr.com)

**CRYSTAL SPRINGS WATER DISTRICT**

**3006 CHEVRON DRIVE / PO BOX 186 ODELL, OR 97044 (541) 354-1818**