



Below are some frequently asked questions that will help you better understand this service.

How does e-billing work?

This service provides you with an easy way to review and/or pay your invoice online. Instead of receiving your invoice via the U.S. Mail, we will send you an email notification when your invoice is available online. Simply click the link in the email, sign in to e-Billing and you are ready to view and pay your invoice. If you would rather continue to receive your bill in the mail, you can choose the One Time Payment option that lets you make a payment without seeing the bill online.

How much does it cost?

E-Billing is absolutely free. In fact, you will save the cost of the stamp and you will save the hassle of writing out a check.

Will my paper invoice still be mailed to me?

Your paper invoice will no longer be mailed to you. If you would like a paper copy, you can easily print it out from the e-Billing site. If you would still like a paper mailed invoice in addition to email you can request that option in the Settings Tab.

Can I cancel after I sign up?

You may cancel at anytime and your paper invoice will be mailed to you the next statement cycle. Simply call Connecticut Water at 800-286-5700, Heritage Village Water at 203-264-8100 or Avon Water at 860-678-0001.

Can I pay my invoice online?

Yes. This service enables you to pay your invoice online. You can easily pay your invoice with your checking account.

Is my bank account information safe?

We protect your information with the highest level of encryption available. You can be assured that your information is safe. The website is PCI Level 1 Compliant and SAS 70 Type II Certified. They are the most stringent certifications to ensure your data is secure.

How will I know when I have a new invoice?

You will receive a notification via email that a new invoice is available.

Will my invoice look the same online?

Your online invoice will be an exact replica of the invoice you are used to getting in the mail.

Can I easily print and save my invoice?

We use the industry standard PDF format for storing and displaying your invoice which makes it very easy to print or save your invoice to your computer. [Click here to get the free Acrobat® Reader®.](#)