WATER DISTRICT NO. 7
JOHNSON COUNTY, KANSAS
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Dear District Patron,

We are excited to share that Water District No. 7 will be transitioning to a new billing and customer service software system with an anticipated start date of June 1. This change will allow us to improve account management, billing services, and provide customers with a more modern and convenient online experience.

**What this means for you:**

**New Customer Portal**
With the new system, you will have access to an updated online portal that will allow you to:

- View your account and billing history
- Make payments online
- Set up automatic payments
- Manage your account information

Additional details and instructions for accessing the new portal will be provided closer to the transition date. ***Please note that if you pay by cash or check, this change will not impact your payment process.***

**Change in Bill Format**
As part of this transition, billing will move from postcards to standard 8.5 x 11 statements. The updated format will include more detailed account and billing information in a clearer, more organized layout.

**Payment Processing Fees**
Beginning with the new system, transaction fees will apply to all electronic payment methods, including credit/debit card and ACH payments. These fees are charged by the payment processor and will be the responsibility of the customer at the time of payment. The District does not receive any portion of these fees.

**Automatic Payments (Auto Pay)**
If you are currently enrolled in automatic payments, you will need to re-enroll in Auto Pay through the new customer portal once the system transition is complete. Additional information and instructions will be provided prior to the transition.

**What you need to do**
At this time, no action is required. We will provide additional instructions as we get closer to the transition date, including how to register for the new customer portal and set up online payments.

We appreciate your patience as we work to improve our billing and customer service systems. If you have any questions, please contact our office at 913-856-7375 or email us at customerservice@water7.com.

Thank you for being a valued customer.