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Dear District Customer,

### Notice of Third Party Bill Payment Non-Affiliation

It has been brought to Carmichael Water District's (District) attention that there are third-party online bill pay websites that appear to be affiliated with the District, but are not. Doxo.com is an example of a third-party website that allows people to pay utility bills via their site but is not affiliated with the District. Customers should be aware that third-party online payment providers may charge extra fees, and the District cannot control when payments are received. This could result in a late payment, additional fees, or even disconnection of service due to non-payment. To make sure you're paying the District directly, visit our website, [www.carmichaelwd.org](http://www.carmichaelwd.org), or call our office at (916) 483-2452.

The District does offer online bill payment on our website, powered by Paymentus, at no additional fee. It is important to note that the District does not charge additional processing fees for utilizing our online bill pay service. If you are asked to pay additional fees while paying your bill online, then you are not paying through the District's online bill pay system.

Customers can also utilize our 24-hour drive up payment drop box which is conveniently located in the customer parking lot at the District Office at 7837 Fair Oaks Boulevard, Carmichael. In addition you can use the District's automated phone payment line at 1-855-324-2004. As always you may also visit our office or mail your payment to:

Carmichael Water District  
7837 Fair Oaks Blvd  
Carmichael, CA 95608

Important information regarding payment options is also listed on your billing statement. Should you have any questions regarding bill payment please contact the District's Billing Department at the number listed above.

Regards,

A handwritten signature in blue ink, appearing to read "Chris Nelson", is written over a light blue horizontal line.

Chris Nelson  
Public Information Officer