



BILLING SYSTEM TRANSITION

FAQs

We appreciate your patience and understanding while we work through the transition of our billing system. We understand there are many questions and hope this will help answer some of your questions. We are excited for the new system and look forward to the ease of use it will provide to customers and staff.

eBilling

- **Why am I not receiving electronic bills anymore?**

You must re-sign up for eBilling to receive electronic bills. Register your account for the Customer Portal and sign in to select the eBilling option.

Customer Portal

- ***How do I sign up for the Customer Portal?***

Visit <https://threelakesws.authoritypay.com> to sign up for and access the Customer Portal. You will need your account number and customer ID number (CID) to log in the first time.

- ***Where do I find my account and customer ID (CID) numbers?***

Your account number and customer ID number (CID) can be found on the top and bottom of your statement.

- ***What can I do on the Customer portal?***

You can sign up for eBills, view or print current or previous bills, add multiple properties, pay your bill with electronic payment, and sign up for ACH.

- ***I own multiple properties how do I see them all on the Customer Portal?***

Click on the arrow next to your name on the top right hand side, select Account Lists, and enter your other property accounts in the Add Account box in the center of the page.

ACH

- ***How do I sign up for or change my ACH?***

Any time before the ACH draw is initiated you can sign up for or change ACH through the Customer Portal <https://threelakesws.authoritypay.com>.

- ***How do I know I am signed up for ACH?***

Your account in the Customer Portal will indicate you have signed up. If you were signed up for ACH prior to the billing system transition it has been added on the back end but is not currently showing. It should be visible on your end soon.

- ***Can I provide the old form to sign up for ACH?***

No. You must sign up through the Customer Portal <https://threelakesws.authoritypay.com>.

- ***When are ACH payments pulled?***

ACH is pulled on January 25th, April 25th, July 25th, and October 25th of each year. If the date falls on a weekend it will be pulled the following Monday.

Billing

- ***I received a bill and shouldn't have, what do I do?***

Some accounts were mistakenly billed. The district is aware of this and Muni-Link has already corrected the issue. If you were not previously billed prior to the conversion and have not purchased a connection/inspection permit for a new build in the last year you can disregard the bill.

- ***I have a billing discrepancy to report?***

Report any issues with billing to accounting@threelakesws.com. They will be reviewed and addressed accordingly in the order received. We are currently experiencing an increase in customer emails and contact please allow us a few days to respond.

- ***I need to change my mailing address or other contact information?***

If you need to correct or change your contact information please sign in to the Customer Portal <https://threelakesws.authoritypay.com> and make those corrections as needed.

Benefits of eBilling

Sending a paper bill costs nearly \$3 per bill. If you want to keep future costs down and avoid delivery issues with USPS please sign up for eBilling by registering your account and selecting the eBill option within the customer portal at <https://threelakesws.authoritypay.com>.

Reminder: Failure to receive a bill does not exempt you from the requirement to pay on time and late fees will be applied accordingly.