

Loudoun Water Online Account Enrollment FAQs

Customers who enroll in eBilling will be able to -

1. Set up your own user name and password.
2. Receive email notifications of new bills or reminder notices.
3. Enroll up to five accounts.
4. View the amount due and due date.
5. View a pdf of your bill.
6. Make a payment now.
7. Schedule a recurring payment.
8. Schedule a future payment date.
9. You will no longer receive a paper bill.

Funding information is retained for future transactions.

What is One-Time Pay (OTP)?

You will be able to view the amount due and due date and make payments, plus you can view your payment history if you have made payments with OTP or IVR before.

What is IVR (interactive voice response)?

You will be able to hear the amount due, the due date, and be able to make payments.

What is online enrollment?

Enrollment is a paperless billing program (eBill). After enrolling, you will begin receiving an email each time your account has a new bill. The email will include summary bill information and a link to view your bill and other important billing information. You may also choose to pay your bill online for free.

Is enrollment secure?

Yes. We use industry-standard encryption technologies when transferring customer data. When we transfer sensitive information, we redirect you to a secure server that encodes all the data before it is transmitted over the Internet.

Will I still receive a paper bill if I enroll?

No, you will no longer receive a paper bill via U.S. mail. Instead, you will receive an email each time your account has a new bill due. If you ever want a paper bill, it's easy to print a copy from your computer.

How do I know when my bill is ready?

You will receive an email each time your account has a new bill. Follow the link in the email to view your bill online.

Can I enroll if I am a new customer of Loudoun Water?

If you are a new customer moving to a property within our service area you can sign up for online enrollment after your first bill has been generated and mailed to you.

Will my enrollment account transfer if I move to a different property?

If you are an existing customer moving to a different property address, you will receive a new account number, which will not immediately be available for online enrollment. You can add the new account to your enrollment after your first bill has been generated and mailed to your new address.

Can I change my EFT account to the online enrollment billing program?

Yes. However, before you enroll, you will need to [submit a written request](#) to customer service to stop your EFT payments. This will prevent duplicate payments from being drafted from your account.

What should I do if I do not receive an email advising me that my bill is ready?

If you're not receiving emails from Loudoun Water:

- *Sign in and go to your profile to verify your email address is correct.*
- *Check your spam folder. Certain email spam filters could be blocking your email. Adding our email address to your safe list will prevent the email from being blocked from your in-box.*
- *Check to make sure your email in-box is not full and therefore unable to receive the email.*
- *Call Customer Relations at 571.291.7880.*

It is important to note that you are able to view your bill online even if you have not received an email reminder.

How do I view my bill?

Follow the link provided in your email or sign in, select your account, and select the bill you want to view.

How do I pay my bill?

Your eBill can be paid for free using the following online option:

- *Set up recurring payments or schedule a payment using a free service powered by ORCC (credit/debit card or electronic check).*

You may also pay by:

- *One-time payments using credit/debit card or electronic check (fee applies).*
- *Online banking through your own financial institution.*

When will my payment be posted on my account?

Payments made before 4 p.m. Eastern time Monday-Friday (except holidays) will be posted to your account that same day. Payments received after that time will be posted on the next business day. If you service is disconnected or pending disconnection, please call Customer Relations at 571.291.7880 with your confirmation number.

Can I cancel my enrollment registration?

You can cancel your enrollment online anytime or by calling Customer Relations at 571.291.7880. Once you've stopped eBill, your next bill will be sent via U.S. mail and you will no longer be able to make free payments online.

Is there a maximum amount per transaction?

Yes, \$500 maximum transaction—only for One-Time Pay and IVR (interactive voice response). For example, if your bill is \$650, you will be able to make one-time payment of \$500 (plus \$2.50 transaction fee), and then process a second transaction of \$150 (plus the transaction fee).

Is there a fee for making a payment?

Yes. For One-Time Pay and IVR, the fee is \$2.50 per transaction (credit card, debit card and check payments). There is no fee for enrolled (eBill) customers.

Can a payment be cancelled or modified?

Payments made by electronic check or credit cards before 4 p.m. Eastern time Monday-Friday (except holidays) can be modified or cancelled. You may cancel or modify by calling Customer Relations at 571.291.7880.

ATM/debit card transactions cannot be cancelled or modified after you submit. ATM/debit cards occur in “real-time” – meaning funds are authorized and settled with your financial institution once you complete the transaction.

Can I delete the funding or banking information?

For One-Time Pay or IVR or enrollment made payments – please call Customer Relations at 571.291.7880 to delete your funding information. Also, for enrolled customers, you can delete the funding information by logging into your account.

What do I do if I forgot my username and password?

If you have forgotten your password, you can click on the “Forgot Password” link on the enrollment page.

Is my web browser compatible?

Online Enrollment and One-Time Pay are best viewed with browsers: Internet Explorer 7 or higher, Firefox 4 or higher, Google Chrome 10 or higher, Safari 4.0 or higher.

I received an error in the One-Time Pay/Enrollment once I entered my information.

If you receive an error after clicking submit, please do not click the back button. Close your browser completely to clear your session; then you can open a new browser to try again.

If you continue to experience problems, clear out your internet history and cookies. Go to the menu bar and select Tools. In the drop down menu, choose Internet Options. A pop up box will appear on the screen with the option to clear out internet history and cookies. Note: all browsers are configured differently and the path to this action may be different.

What are the user ID/password requirements?

- *User ID = 8 characters long and contain one number*
- *Password = 8 alphanumeric characters and contain one number which is not in the first or last position*