

New Utility Bill Payment Website

FAQ



The City of Carlsbad is upgrading its utility billing website to provide a new, improved and secure way for Carlsbad Municipal Water District customers to pay their utility bills online.

When will the new online payment website launch?

The new, improved, user-friendly online website for easily viewing and paying Carlsbad Municipal Water District utility bills will launch on March 3, 2020.

Who is impacted by the new online payment website launch?

All utility customers who live in the Carlsbad Municipal Water District who currently, or want to, receive their utility bills electronically and/or pay their bills online. Carlsbad is served by three water districts. [View a map](#) to find out if you live in the Carlsbad Municipal Water District.

Why is the city launching a new utility bill payment website?

The city is launching a new bill payment website to increase security and provide a more convenient and easy way for customers to access and pay their utility bills.

What is different about the new website?

With the upgraded online payment portal, customers can now:

- View and pay your bill online anytime with credit/debit card or e-check
- View your bill without entering your account number
- Set up automatic monthly payments that securely link a credit card to your account
- Experience a mobile friendly online payment system
- Securely store payment information for a faster payment experience
- Go Paperless to protect the environment
- Receive notifications and payment confirmations via email
- Check your balance or make a payment 24/7
- Call 760-602-2420 at all hours to pay your bill by phone

What is Invoice Cloud?

Invoice Cloud is a web-based electronic invoice presentment and payment company that we have partnered with to provide faster, more convenient billing to our customers.

Is my information secure?

The Invoice Cloud online payment system uses the highest standards in Internet security. Account information displayed within the payment portal is abbreviated to protect confidential data. Any information retained is not shared with third parties.

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Is my credit card and checking account information safe when I pay online?

Absolutely. Your financial information is stored safely using Payment Card Industry (PCI) Compliant systems. This includes abbreviating account numbers so that even we do not see your complete account information.

What is PCI Compliance and why is it so important?

PCI stands for Payment Card Industry, and compliance with the industry standards is a requirement for those that accept the major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information.

How do I register for an online account on the new utility bill payment website?

You can register for a new online account in two easy steps:

Step 1. Go to waterbill.carlsbadca.gov and enter your account number and zip code to register for a new online account.

Step 2. A confirmation email will be sent which contains a link to complete registration.

I forgot my Password; how do I access my account?

Click on "Forgot Password?" at the bottom of the login screen. You will need your username to retrieve your password.

I forgot my Username; how do I access my account?

Click on "Forgot Username?" at the bottom of the login screen. You will need your email address to retrieve your username.

What if I cannot locate my account number?

You can contact customer service for assistance at 760-602-2420.

How do I change my account information?

Simply log into your account and change any of your personal information under the "My Profile" tab under "Manage Account".

What if I already receive my bill electronically?

All Carlsbad Municipal Water District customers must register for a new account to continue to receive their bill electronically. Starting March 3, go to waterbill.carlsbadca.gov to register for a new online account. The simple, two-step registration process will require customers to enter their current utilities account number to be set up in the new billing system.

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What are some of the benefits of receiving my bill electronically?

It is convenient, saves time and allows you to receive bills anywhere at any time. Plus, it helps the environment.

If I sign up to Go Paperless, how will I receive my bills?

You will receive an email notification each time a new bill is ready for you to view and pay. Email notifications go to the email address used when you registered.

Can I start receiving paper bills again?

Yes, simply login and click on "Paperless". Then, select "No" and save your changes. However, you cannot receive electronic bills and paper bills. You must choose one or the other.

Can I see and print bills before March 3?

No. Only bills after March 3 will be available to see and print.

What is AutoPay?

AutoPay is a convenient option in which bills will be paid automatically, on their due dates, using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay. Login to your account and click on "AutoPay" to enroll.

If I was already enrolled for automatic bill payments before the new payment website went live, do I need to do anything?

If you were already signed up for automatic bill pay by direct debit to your bank account, you do not need to do anything. Your bills will continue to be paid using your current bank information.

What if I have changes to my automatic bill payment?

You must register for a new account to make changes. Starting March 3, go to waterbill.carlsbadca.gov to register for a new online account. The simple, two-step registration process will require customers to enter their current utilities account number to be set up in the new billing system.

Can I cancel AutoPay?

Yes, simply login to your account and click on "AutoPay", then "Stop Auto Pay". You will receive a confirmation message.

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What are some of the benefits of paying a bill online?

Paying online with a credit/debit card or electronic check gives you the flexibility to pay how and when you want. It saves you the trouble from writing and mailing a check or driving by our office. In addition, for a faster payment experience, you may choose to store your information for future use.

What if I prefer to pay my utility bill by phone, mail, or in person?

Carlsbad Municipal Water District customers will still have the option to pay utility bills by phone, through a secure automated line that can be reached at 760-602-2420, and selecting option 1. The number can be called at the customers' convenience, day or night, to pay utility bills. Customers can continue to mail in payments or make payments in person at Faraday Center or use the drop box at City Hall.

Do I need to register to pay a bill?

No, registration is not required for one-time payments. However, by registering you will be able to view prior history, set up automatic payments, go paperless and store payment information, if desired.

What forms of payment can I use?

You can pay with credit or debit card or you may issue an electronic check from your bank account (checking or savings). We currently accept Visa, Master Card, and Discover credit cards.

Can I use more than one payment method per transaction?

No. Multiple payment methods require multiple transactions.

How will I know that my payment has been accepted?

After you submit your payment, you will see a payment confirmation screen. It will contain your payment confirmation message. It will show an approved number for credit cards or a processed number for electronic check. You will also receive a confirmation email after your transaction is submitted. If your electronic check does not pass through the bank, you will receive an email informing you of the rejected payment.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

How long does it take for online payments to process and how long will my payment history be maintained?

Credit card transactions are authorized immediately and typically take 48 hours to settle. ACH (e-checks) transactions typically take 48 – 72 hours to settle. The standard payment retention period is 24 months.