



Frequently Asked Questions

Are my bills private?

Yes. It is our policy to respect customer privacy.

The collection of personal information online is designed to protect access to your water account. All personal information collected and stored by the Regional Water Authority is used for specific business purposes to protect and administer your account and transactions. Your email address will not be shared with outside parties. It will only be used for billing related matters.

How secure is your e-Bill?

To access your e-Billing account, you have a username and password unique to yourself. The e-Billing service utilizes an encrypted link between the e-Billing service and your browser. Once the link is established, all communication between the service and your browser will remain confidential.

Can I access my bills at work and at home?

Yes, your e-Billing account can be accessed from any web-based computer with an Internet connection and a web browser that supports 128 bit encryption.

Is there a cost to receive bills via e-Billing?

You can access the e-Billing services at no additional cost.

Can I use the bill pay service through my bank and receive paperless bills?

Yes; if you are currently set up to pay your Regional Water Authority bill automatically through your bank or credit union, you can continue to use that bill pay service and receive paperless bills.

How do I pay the bill online when I receive it?

You may pay your e-Bill upon receipt of each new bill or by setting up recurring payments on a scheduled basis.

Will I receive a confirmation if I pay my bill online?

Yes, we will send you a confirmation by email if you have selected that option.

Can I receive both an e-Bill and a paper bill?

No, once you sign up for e-Billing, you will no longer receive a paper bill.

What steps should I take if emails from RWA get blocked by my computer?

Make sure that you have put ask.billing@rwater.com and noreply@rwater.com in your "safe" list and added them to your address book. If you still do not receive the emails, contact your email service provider.

What about Past Due Notices?

Past due notices will be mailed via USPS to the address on record.

How do I cancel my e-Bill and return to paper bills?

When logging in, select “Deactivate your profile,” enter the required information, and select “Submit.”

Note: If you choose to stop receiving e-Bills, please send an email to ask.billing@rwater.com to let us know why so that we can continue to improve our e-Bill solution.

Will the e-Bill look like the statement I get every month?

Not exactly, but it will be very similar and will contain all of the same information as the paper bill you are accustomed to. Once you are logged into the e-Bill site, click on “View Bills” to see and/or print your bill.

What payment options do I have with e-Bill?

You have the same payment options as you would with a mailed paper bill. You can mail a check, pay in person, pay over the phone by credit or debit card, pay on the web via debit or credit card, pay online via your bank or other financial institution (fees vary), or use our 24-hour drop box located at 90 Sargent Drive, New Haven. You can also sign up for ACH -automatic debit of your checking or savings account. If you mail a paper check, please reference your account number on your check for proper posting.

Will my payment history show in my e-Bill account?

If you pay your bill through the e-Bill site, your account history will be available. If you choose to use another option to pay your water bill, your payment history will not be reflected on your e-Bill account.

What forms of payment are accepted?

Credit cards accepted include MasterCard, VISA, Discover and Pinless Debit. You may also pay by electronic check.

How do I change the email address that my e-Bills are delivered to?

Once you’ve logged in, you may edit your personal information, including your email address, by selecting the “profile” tab.

How do I register?

Go to www.rwater.com and click on the link for e-Billing.

Still have questions?

You may contact us by e-mail at ask.billing@rwater.com or by telephone at 203-562-4020. Our customer service team is available from 8 a.m. to 6 p.m., Monday through Friday.