

INTRODUCING Your Customer Self-Service Portal

Starting February 2018, Buckeye's Water Resources Department will be making the final transition to the new billing system.

Benefits



New Customer Self Service portal (CSS) to make one-time and recurring payments



Real-time posting of transactions



Easier and enhanced account management

- Turn paper bill option on/off
- Update your account information
- Setup E-mail notifications
- View/print previous bills



Enhanced quality control and assurance tools



New water usage graph for month-to-month comparisons over a 24-month period



View water usage by the hour, day, week, month or year



Set water consumption alerts by limits you define



Connect to your other city accounts (CFDs, hangar payments, general billing, etc.) to one customer account

What you need to know



You will get a **NEW ACCOUNT** and **CUSTOMER ID NUMBER**

- Bank bill pay information will have to be updated



You will have access to your Customer Self Service (CSS) portal after you get your bill

- You'll need your new account number and customer ID number, which is printed on your bill



You will receive a paper bill until you elect to receive e-bill in CSS



More details, tutorials, frequently asked questions and a variety of other information is available at www.buckeyeaz.gov/newbilling

We are also happy to assist you one-on-one during this transition. Please contact us at 623-349-6100 Mon-Thurs 7 a.m. to 6 p.m. or email us at thankyou@buckeyeaz.gov.