



Our recent billing system conversion has presented some unexpected challenges which we are working hard to resolve. Here are answers to frequently asked billing questions.

Why can't I log into my account?

Your 10-digit Account Number followed by your five-digit Customer Number **including the dashes** must be entered. You can find them on the top right corner of your bill. Example: 9999-000001-00001

ACCOUNT SUMMARY		Utility Bill	
		REMIT PORTION	
Bill Number		123456	
Customer Number		00001	
Account Number		9999-000001	
Service Dates		11/01/22 – 12/31/22	
Service Location		123 MAIN ST	
Due Date		01/20/23	
Total Due		\$193.34	

To ensure proper credit, write your **bill number** on your check

Why haven't I received my closing bill yet?

It takes 7-10 days to generate a closing bill.

Why can't I see on my bill whether I have AutoPay or not?

Please look for ACH ENROLLED – DO NOT PAY on your bill. This means you are enrolled in Auto Pay.

When do I need to sign up for Auto Pay to make sure my current bill is paid before the due date?

Please sign up at least 3 days before the due date on your most recent bill to ensure it is paid on time.

Why haven't I received my leak adjustment?

We are handling a very high volume of calls and billing requests with over 40,000 customer accounts. Please be patient.

Please visit our website www.sooscreek.com for the latest updates.