



Changes Are Coming To Your Account Number

As part of our continual efforts to improve our customer service options and experience, EMWD is upgrading its Customer Information System, which will provide new account numbers to all customers.

The new account number will not cause disruptions to EMWD's MyAccount, autopay, or connections with banks. The new account number will be needed for those that use EMWD's automated Pay-by-Phone system to check past payment history.

Customers will notice this change on their bill beginning later this summer.

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New Features Coming to MyAccount Customer Portal

EMWD is proud to be introducing new customer-focused options on its MyAccount portal in the coming months, including:



Expanded Self-Service Options

Sign up for level-payment plans, transfer service from one property to another, and calculate your water budget.



Notification Preferences

Sign up for text or email alerts about billing, continuous usage warnings, water budget threshold notifications, and more.



Account Analytics

Compare historical water usage to better understand your consumption to help save water and money.