

FOR IMMEDIATE RELEASE

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Citrus Heights Water District Transitioning to New Utility Billing System

CITRUS HEIGHTS, Calif. — Citrus Heights Water District (CHWD) is transitioning to Xpress Bill Pay, a modern, secure, and user-friendly billing platform designed to streamline account management and payment processing for all customers. Xpress Bill Pay replaces a 30-year-old legacy system and will provide customers with additional online account management features and an improved billing experience.

All customers will receive a paper statement between mid-August and mid-October, according to their regular billing schedule. Once customers receive their first new statement they will need to follow the instructions for their preferred payment method below:

In-Person Bill Pay

No action is needed! Customers who prefer paying in person may continue to stop by CHWD's customer service office during standard business hours.

Payment Location:

Citrus Heights Water District
6230 Sylvan Road
Citrus Heights, CA 95610

Bank Bill Pay

Customers who schedule recurring or one-time bill payments directly through their personal bank or credit union website must update their payee profile with their new CHWD account number as displayed on their recent paper statement, and update the payment address.

New Remittance Address:

Citrus Heights Water District
PO Box 248
Pleasant Grove, UT 84062

Mail-In Payments

When mailing a check, customers must ensure the payment address is updated and include the payment mailer from their statement.

New Mailing Address:

Citrus Heights Water District
PO Box 248
Pleasant Grove, UT 84062

Pay by Phone

Use the new Xpress Bill Pay phone number and your new account number. Customers can make payments over the phone 24 hours a day, 7 days a week using Xpress Bill Pay's secure automated phone system.

Xpress Bill Pay Phone Payment Line:

(833) 325-4720

Online Bill Pay

All online users must register a new profile. Because existing payment card details and banking credentials cannot automatically transfer due to strict financial security protocols, online payers must establish a new account in three simple steps:

1. **Locate Your New Account Number:** Found on your latest CHWD billing statement.
2. **Register Online:** Visit chwd.org/billing and select **"Register New Account"** (or scan the QR code printed on your bill/mailer).
3. **Re-Enroll in AutoPay & Paperless settings:** Select your billing preferences and re-enter your payment information to maintain uninterrupted automatic payments.

Dedicated Customer Support & Resources

CHWD staff and technical support teams are available to assist customers with account setup, payment questions, or navigation of the new portal:

- **Xpress Bill Pay Technical Support:** Call (801) 692-0379 for portal registration and login support.

- **Online Guides & Tutorials:** Step-by-step registration instructions, video walk-throughs, and frequently asked questions are available at chwd.org/billing.
- **In Person Registration Assistance:** Every Thursday in September and October, 11 a.m. - 1 p.m. at Citrus Heights Water District's office located at 6230 Sylvan Road, Citrus Heights.

Learn more about the utility system billing upgrade at chwd.org/billing.

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About Citrus Heights Water District (CHWD)

The Citrus Heights Water District provides safe, high-quality water to over 70,000 customers in parts of Citrus Heights, Fair Oaks, Orangevale, Carmichael, and Roseville. Established in 1920, we have proudly served Citrus Heights and surrounding communities for over 100 years. Learn more at chwd.org.