



## Customer Payment Options

1. Bank Draft – ACH Drafts are processed on the 10<sup>th</sup> of the month or if the 10<sup>th</sup> should fall on a weekend/holiday; drafts will be processed on the 1<sup>st</sup> business day following.
2. Office - Cash/Check/Money Orders ONLY!
  - a. Drive-Thru Window Office Hours M-F 8 am-5 pm (closed 12 pm-1 pm)
  - b. Walk-Up Window Office Hours M-F 8 am-5 pm (closed 12 pm-1 pm)
  - c. Drop Box Available 24/7
3. Online – There are several options for remote bill paying.
  - a. First you may sign up for paperless billing. Your bill can be sent straight to your email inbox or another option is to continue receiving a paper bill in the mail but, have the option to view your bill online!  
(Note: We load the new readings each month sometime after the 15<sup>th</sup> of the month. This will cause the balance due amount to show for the upcoming bills that will be sent out the end of the month and it sometimes takes up to 24+ hours for a payment to post.)  
You may go ahead and pay or wait until the bill comes out. Remember, bills are **ALWAYS** due on the 10<sup>th</sup> of the month.
  - b. If you would like the option to pay online through our website. Follow the green button links on our website at [www.goldenwatersupplycorp.com](http://www.goldenwatersupplycorp.com)  
When you get to the page where you are asked for a username or I.D. you will **ALWAYS** use your account number as your username/log-in I.D.

Next, you will be asked for your password, if this is your first time to log in, you will have a temporary password in red ink located on the left side of your bill. If you have forgotten or misplaced your password, you can reset it by following the reset link on the sign-in page or by calling our office during business hours only at 903-768-2861 and requesting a password reset.

Once in you are logged into your account you will be offered several options to pay.

- E-Check is one of the options available. You can make a one-time e-check payment, or you may schedule a recurring payment for a set amount or for the balance due on your bill. You have the option to set the date of payment. Remember, use your account number as your login ID. If first time using, there is a temporary password provided on your bill. If not and you forgot your password, you may call the office to have it reset.
  - Debit/Credit Card Payments is another option. Again, you may set up your payment file and have a set amount to pay on a set date or you may schedule for the system to automatically bill your card for the total bill amount due on the 10<sup>th</sup> of the month.
- c. Another option associated with our remote bill pay system is to call into our toll-free number 1-855-486-8414 and make a payment.  
Once you are connected to the system on the phone you have two payment options.
    - E-Check or
    - Debit/Credit Card
  - d. If remote payment options are not for you and you find you just cannot make it to our office before, we close at 5 pm on the 15<sup>th</sup> and you still wish to avoid the \$10 late fee assessment, you are welcome to go to any **Broadstreet Bank Branch** to make a payment if you carry a paper copy of your bill with you.

ATTENTION: ALL MERCHANT FEES ARE THE RESPONSIBILITY of the Customer



# Golden Water Supply

Golden Water Supply Corporation

P.O. Box 148

Golden, TX 75444-0148

## SIGN-UP FOR PAPERLESS BILLING OPTION

(Please fill out and return by mail to address above or drop by our office located at address below)

Account # \_\_\_\_\_

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

## SIGN-UP to receive IMPORTANT INFORMATION

(Thru our new "ALERT FEATURE")

Cell Phone Number: \_\_\_\_\_ to receive important info by text message

Email Address: \_\_\_\_\_ to receive important info by email