

# DURANGO WEST METROPOLITAN DISTRICT #1 01-12-23

## NEW BILLING SOFTWARE

Dw1 is using different software for monthly billing.

Customers can now access their District bill online and can view or print prior statements. Link on your bill: [www.ub-pay.com](http://www.ub-pay.com)

Credit/Debit Cards can now be used to pay your bill....but please pay attention to the processing fee!

## MONTHLY BILLS – WHAT’S CHANGED?

While we’ve not yet decided if staff loves this software change, the main reason we switched was to give customers access to their bills online. You will now be able to easily view or reprint prior statements up to 12 months. Because we just completed the 2<sup>nd</sup> billing cycle, there are only 2 months of history data available at this time. Dw1 will maintain all data from the former software. Please contact us if you need copies of anything.

Online access to individual accounts needs to be paid for and maintained. The 3<sup>rd</sup> party company we are using assumes a certain number of people will want to pay their bills online with a credit/debit card or e-check (for a fee of \$3.00 per \$100). The fee is 3% of the total payment, which can add up. In the past, Dw1 has not taken credit cards because of processing fees. We are not recommending anyone switch to paying their bill online by card or e-check, but it is now an available option. To set up online access without cost to Dw1, the District had to activate an online fee-based payment option.

We chose this software company because it is not necessary to use the payment options in order to view or print your bills. Anyone can set up a login and a password to access their Dw1 bills. Please follow the instructions exactly on [www.ub-pay.com](http://www.ub-pay.com) Our municipal code must be entered to initially set up a user name and password: **DurangoWestCO303** (case sensitive)

**Free Payment Options:** Dw1 has many customers set up on monthly ACH drafts for free. ACH customer’s statements have a watermark on them, “DRAFTBILL” which we are trying to eliminate if possible, but the software is simply noting the account is an ACH customer who pays through a “bank draft” process. The District currently offers 2 options to choose from for ACH payments: 5<sup>th</sup> or 20<sup>th</sup> day of each month. Alpine bank processes in-house ACH payments for Dw1 at no cost. Some customers pay their bills through their bank’s bill pay services (frequently this is also free). Other Dw1 customers pay by check at the front payment box or office door slot. Whatever method you use, nothing needs to be changed because of our new billing software. We are simply adding the option of using a 3<sup>rd</sup> party web host and a payment processor in order to give all of you online access to billing statements, and an option to pay by credit or debit card if you choose.