



## Important Notice – Changes to your Crystal Clear SUD account

This is being distributed to all CCSUD customers in an effort to explain what your options are and what you should expect.

CCSUD has recently installed new billing software which handles e-billing and payments differently. We expected to run the new software parallel to the old billing system we had been using since 2013. Once we converted all of the data from our previous billing system to the new software, the server we used to process the previous billing software failed and we were not able to continue to run the previous system. Rest assured that we have the information and have not technically “lost” any data. However, we were forced to implement the new software system a month earlier than we anticipated. We have the data backed up, but if we continued to use the original billing system, we would have needed to replace/purchase a new server. With that said, we were not able to reach out to our customers as much as we intended **prior** to the conversion to explain the process changes. Please accept our apologies for any confusion or frustration this may have caused.

**NEW ACCOUNT NUMBERS:** All customers will now have a new account number. The account number will appear on the paper statement for those that receive it via USPS. Any customers that had an email address on file with CCSUD should have received an e-mail Tuesday, June 26, 2018 with a link to register your account. If you have not received a statement from June 25, 2018 please call our office and we can provide you the new account and tenant number to enable you to register online.

All CCSUD customers can click on the green button Bill Payment/Pay Your Bill Now from the CCSUD website <http://crystalclearsud.org> and this will take you to the customer portal where you are able to register/sign in or you may use this link <https://logicsolbp.com/crystalclear/login.aspx> to take you directly to this window.

The image shows two screenshots of a web interface. The top screenshot is a login form with a blue header that says "Log in to pay bill, view usage, more". It contains fields for "Username:" and "Password:", a "Login" button, and links for "First Time User? Register Here" and "Forgot Password". The bottom screenshot is a "Pay bill without logging in" form with a blue header. It contains fields for "Account Number:" (with an example "123456789.00") and "Tenant Number:" (with an example "Ex: 98"), and a "Pay Bill" button.

Once you register, you will be able to view your account history, payment history, see a graph of your usage history, pay a bill online by credit/debit card or using your bank account, and set up recurring credit/debit card auto-payments. If you have more than one account with CCSUD you will be able to link all of your accounts together to a single profile.

This is an example of how the new online bill history will appear. The information displayed defaults to Recent. If you want to view a specific year, you would click on the year which appears toward the bottom of the page and

scroll up and down to see all of the information. If you would like to print a copy of your billing history you would need to download to an Excel spreadsheet.

Once you choose the year you wish to view and download, you would click the Download button (toward the bottom of the page). You will then be prompted at the bottom of your computer screen to either Open, Save or Cancel. Click on Open and the Excel spreadsheet will open. You may need to adjust the columns in the spreadsheet to be able to view everything in its entirety. The colors do not transfer to that download but all the information will appear in the spreadsheet in the date order just as it appears in the online billing history. You can print this spreadsheet.

The readings will appear in blue. Any adjustments to the account will show in red, payments will be in green, and the billing details will appear in black.

Transaction	Date	Services	Reading	Meter Number	Description	Amount	Usage	Balance
READING	5/1/2018	WC	3206.0000	33753950		\$0.00		-\$,597.05
PAYMENT	5/14/2018		0.0000			\$0.00		-\$,597.05
ADJUST	5/14/2018		0.0000		Open Credit	\$0.00		-\$,597.05
BILLING	5/24/2018	TF	0.0000		State Fee	\$0.61		-\$,596.44
BILLING	5/24/2018	WC	0.0000	33753950	Water Cons	\$80.09	14,000	-\$,516.35
BILLING	5/24/2018	WB	0.0000		Water Base	\$41.21		-\$,475.14
BILLING	5/24/2018	RR	0.0000		R & R Depr	\$6.95		-\$,468.19
BILLING	5/24/2018	CR	0.0000		CRWA Bond	\$4.35		-\$,463.84
BILLING	5/24/2018	TC	0.0000		TCEQ Comp	\$1.32		-\$,462.52
BILLING	5/24/2018	TB	0.0000		TWDB Bond	\$5.00		-\$,457.52
ADJUST	5/24/2018		0.0000		Open Applied	\$17.52		-\$,440.00
ADJUST	5/24/2018		0.0000		Open Applied	\$62.57		-\$,377.43
ADJUST	5/24/2018		0.0000		Open Applied	\$41.21		-\$,336.22
ADJUST	5/24/2018		0.0000		Open Applied	\$5.61		-\$,330.61
ADJUST	5/24/2018		0.0000		Open Applied	\$0.61		-\$,330.00
ADJUST	5/24/2018		0.0000		Open Applied	\$1.34		-\$,328.66
ADJUST	5/24/2018		0.0000		Open Applied	\$4.35		-\$,324.31
ADJUST	5/24/2018		0.0000		Open Applied	\$1.32		-\$,322.99
ADJUST	5/24/2018		0.0000		Open Applied	\$5.00		-\$,317.99
READING	6/4/2018	WC	3306.0000	33753950		\$0.00		-\$,317.99
PAYMENT	6/12/2018		0.0000			\$0.00		-\$,317.99

Recent **2018** 2017 2016 2015

Back

Download

Do you want to open or save BillingHistory\_Recent.csv from logicsolbp.com?

Open

Save

Cancel

×

You are also able to print a copy of what you are viewing on your screen by right clicking your mouse and choosing Print Preview, and then you will need to adjust the page to a view of 90% to see all columns. This is only a print of the view of the data on the screen at the time. If you want all the data, then you would need to download as explained above, but this would give you a print out of the data in the color coded version.

**BILL PAYMENT:** If you were previously set up on recurring credit/debit card auto-payments, that has been stopped due to the software conversion. CCSUD does not store the credit/debit card number in our system for security reasons. You will need to reestablish that payment method. In order to enroll, you will log

into the online bill payment and pay the balance due on the account with the credit/debit card you wish to use for the recurring credit/debit card auto-payments and select the “Automatic Bill Pay” option.

As previously mentioned, to accommodate those customers whom wish to pay online with a bank account versus their credit/debit card, CCSUD now offers the option to pay your bill online using your bank account (checking or savings). **This feature online is not designed for automatic recurring bank drafts. If you wish to set your CCSUD account up to be paid by automatic recurring bank drafts, you would need to complete the form and return it to the CCSUD Office Staff.** We can accept this form in person, by way of the night drop, via facsimile, e-mail, or USPS mail. The form can be found online at our CCSUD website under Forms & Reports/All Forms & Reports at the following link:

[http://crystalclearsud.org/documents/296/BANK\\_DRAFT\\_FORM\\_REV2016.pdf](http://crystalclearsud.org/documents/296/BANK_DRAFT_FORM_REV2016.pdf)

**The recurring bank draft set up with CCSUD using the above mentioned bank draft form does NOT have a fee associated with that process.**

**If you wish to call to pay using your credit/debit card you will now use our new Interactive Voice Response (IVR) system at 1-888-617-7454.**

**All transactions where a credit/debit card is used (including single transactions online, payments in person at the CCSUD office, payments through the IVR and recurring credit/debit card auto-payments) as well as the ACH online payment transaction using your bank account will incur a convenience fee.** These are the fees the handling company charges to process the transactions. During the online payment process you will be prompted by a window that will display the amount of that fee and the total amount you will be charged for the transaction. **CCSUD does NOT collect the convenience fees from any of the online transactions or payments made on the IVR; they are paid directly to the processing company and are the sole responsibility of the customer.** The Office Staff can take your payments in person at the CCSUD Office including credit/debit cards, and also show you as a customer how to use the online payment or IVR to save you future trips to the CCSUD Office. **Please note that CCSUD does however directly charge and collect the 2% convenience fee only when using your credit/debit card in person at the CCSUD Office when not using the online payment method.** In order to view all the payment options available please visit our website at the following link: <https://crystalclearsud.org/bill-payment>

We thank you for your patience and understanding as we continue to transition to our new system.

If you have any question or need assistance please do not hesitate to contact our office 830-372-1031.

Kindest regards,

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