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**RE:** New *Muni-Link* Billing Software with Customer Self-Serve Portal

Dear Valued Customer:

We are in the process of upgrading our customer billing software to provide a more modern, secure, user-friendly payment system. Starting in November, you will see a new look to your bills. You can still pay them in person or via mail, but now there will also be a link to a customer self-serve portal (<https://hvwp.authoritypay.com>) included. By following that link, you can register your account to take full advantage of the portal's many convenient features.

Once registered in the portal, you'll be able to quickly view, print and pay bills online. You can choose your payment methods and bill delivery preferences. In addition, you can sign up for E-billing or Autopay—and view your usage history. Your new bill will provide you with the necessary information to register, such as your new account number and customer identification (CID) number. We have enclosed registration instructions for your use.

For your additional convenience, the new software charges lower credit/debit card fees than our legacy system. As is the current procedure, the card fees are passed directly along to you and no surcharges are applied by the Precinct. Starting in November, we will also begin accepting card payments in person at our office for the first time.

The software comes with a new notification system that will be utilized to keep you up to date on important information and urgent notices such as boil advisories, loss of water, etc. We will send a test message out the week of October 27<sup>th</sup>. If you do not receive it, please call our office or email [inbox@hooksettwater.org](mailto:inbox@hooksettwater.org) with updated contact information. You may follow instructions included in the first message in order to opt out if you wish.

The software also comes with the capability of monthly billing. We are considering pivoting to monthly billing from our current quarterly cycle to further increase customer convenience. If this change seems feasible, we will notify you in the coming months.

We very much look forward to implementing these new changes to serve you better.

Respectfully yours,

Mike Heidorn  
Superintendent