



## MADERA VALLEY WATER COMPANY

18454 ROAD 26, MADERA, CALIFORNIA 93638-0299

OFFICE (559) 674-2407 • FAX (559) 674-3633

WEB [www.maderavalleywater.com](http://www.maderavalleywater.com) • EMAIL [maderavalleywater@mvwc.net](mailto:maderavalleywater@mvwc.net)

Thursday, October 17, 2024

### NEW WEBSITE TO VIEW AND MANAGE YOUR ACCOUNT

You can now view your account and make payments online with our new CUSI payment portal.

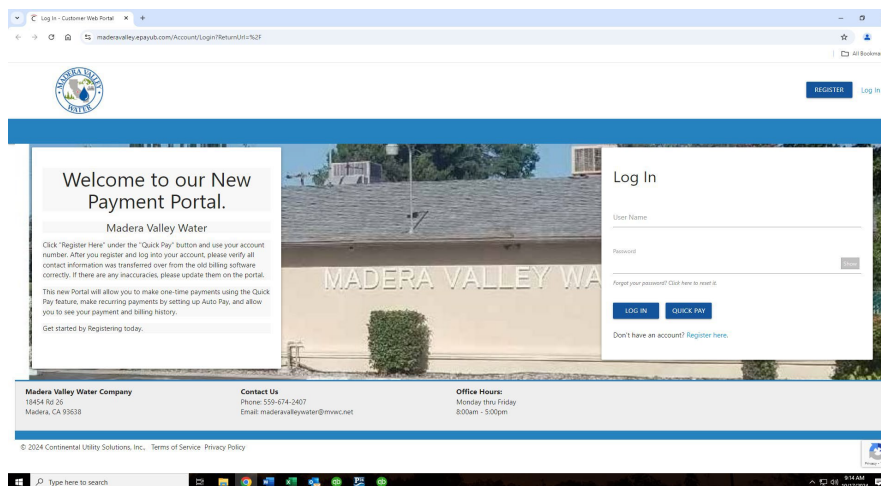
Beginning January 1, 2025, the Intedata SOFTtelPay payment portal website will not accept payments for your water bill. The Continental Utility Solutions Inc. (CUSI) payment portal website will be used for online access to your account for payment on your water bill. You will be able to set up your account with the CUSI system beginning October 2024. If you are already enrolled in the ACH automatic payment no action is necessary. You can still register with the CUSI payment portal and have access to your account.

Once you register and create your user account you will be able to:

- Update your mailing address, phone number, and email
- View and print your current bill
- View your history of charges and payments
- Choose how you receive your bill
- Make payments online
- Set up automatic payments

The CUSI payment portal website is: <https://maderavalley.epayub.com/>. You will also be able to access the CUSI payment portal from the Madera Valley Water Company website at: <https://maderavalleywater.com/> by clicking on the **Pay your bill** menu tab.

When you go to the CUSI payment portal website you will see this screen. Click the **REGISTER** button at the top right corner of the page or the words **Register here** in the Log In window to set up your payment portal account. You will be prompted to enter your account number and your phone number in order to set up your account. If your phone number is not up to date in our billing system you will need to contact our office so that we can update your primary phone number. Once you create a username and password you will have access to your account. If you need assistance or have questions regarding this new



system please contact our office at (559)674-2407.

Greg Rodgers  
General Manager

*"Water conservation saves \$ and resources!"*