



ACTION REQUIRED

Customers with an Online Account

Dear Customer:

Exciting news! In July 2017, DC Water customers will experience a brand new web portal at mydcwater.com, which will offer new, more secure, and easy-to-use services for paying your bill and understanding your water usage.

Beginning, July 17, 2017, property owners and property managers who wish to take advantage of DC Water's new online services will be required to take the following actions:

- **Validate property ownership or property management and create a new User ID at mydcwater.com.** As DC Water begins transitioning to the new customer information system – only property owners/managers can create a new User ID at mydcwater.com. However, tenants can continue to make one-time payments at mydcwater.com without having to register with the new web portal. When the full system is deployed in early 2018, tenants will have the ability (with property owner approval) to create an online User ID.
- **Re-enroll in auto-pay at mydcwater.com – if applicable.** If property owners/managers fail to re-enroll in auto-pay before the November 1, 2017, auto-pay information will be deactivated, and payments will need to be made via phone or mail until the account is re-enrolled in auto-pay.
- **Re-enroll in paperless billing at mydcwater.com – if applicable.** When property owners/managers re-enroll in paperless billing, please be advised that only the property owner/manager will begin receiving the paperless bill. Property owners/managers will be responsible for forwarding paperless bills to any third parties who you wish to pay the bill. However, beginning in early 2018, owners will then have ability to add third parties to begin receiving paperless bills.
- Please note that at this time, only a property owner or property manager can register a property.

For more information, please visit dcwater.com/customer or contact Customer Service at (202) 354-3600.

PLEASE SEE REVERSE SIDE FOR A STEP-BY-STEP GUIDE TO REGISTER

New DC Water Customer Portal now available!

You will need to re-register to access the portal

If you previously signed up for DC Water's online customer portal and have not registered since our upgrade in mid-July, please follow these instructions. If you have never registered, and you own your property, now is a great time to sign up to take advantage of the improved customer experience called My DC Water.

A STEP-BY-STEP GUIDE TO REGISTER YOUR ONLINE ACCOUNT

1. Select "Sign Up Here"

Customer Service: 202-354-3600 (M-F 8 a.m. to 5 p.m.) [Contact Us](#)

dc water is life® My DC Water

Already Registered?
Log in here:
username _____
password _____
 forgot password?
 forgot user id?

Not Registered? **Sign up here**

Why Register?
• Easily view and pay your bills
• Update Contact information
• Create and check status of service requests
• View consumption information
 one-time payment

If You Have Questions or Comments
Email: customer.service@dcwater.com
Phone: 202-354-3600
Mail: Customer Service, DC Water, Room #400, 5000 Overlook Ave., SW, Washington, DC 20032

2. Enter Account Information

Account Registration

Registration – Step 1 of 2
Your account number is located in the top-right side of your bill.

Account Number: _____ - _____
Last Name: _____
OR
Company Name: _____
Service Address: _____
House Number Street Address

I acknowledge that I am the property owner for this account and I agree to the [Terms of Use](#).

[Return to account login](#)

3. Click on "Register"

Account Registration

Registration – Step 2 of 2

First Name: _____
Last Name: _____
OR
Company Name: _____
User ID: _____ Use ID must be 5 to 30 letters, numbers, and special characters excluding "(", ";", "<", "> [\].
Password: _____ Passwords must be 8 to 15 characters and include a lower case letter, an upper case letter, a number. Passwords may contain special character excluding "(", ";", "<", "> [\].
Confirm Password: _____
E-mail Address: _____
Confirm E-mail Address: _____

[Return to account login](#)

4. Click on "Account Summary"

Customer Service: 202-354-3600 (M-F 8 a.m. to 5 p.m.) [Contact Us](#)

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Account Summary

[Account Summary](#) [Bills and Payments](#) [Update My Info](#) [Customer Request](#) [Site Map](#)

Customer Name: WATERDROP
Doing Business As: _____
E-mail Address: wendy.waterdop@dcwater.com
Phone Number: (202) 354-3000
Mailing Address: 5078 TRITON AVE NE, WASHINGTON, DC 20018

Service Address: 5078 TRITON AVE NE, WASHINGTON, DC 20018
Account Status: Active
Account: 319829-0

Account Summary
Previous Balance: (Billed on Feb 17, 2017) \$54.25
Last Payment Received: (Mar 14, 2017) (\$54.25)
Total Amount Due* \$00.00

Billing Graph [Billing Details](#)
5078 TRITON AVE NE, WASHINGTON, DC 20018
\$0 to 5
Feb 2017 Jan Dec 2016 Nov Oct Sep Aug Jul Jun May Apr Mar Feb 2016

*Recent payments may not be reflected in this Account Summary listed above.

FOR MORE INFORMATION, VISIT DCWATER.COM/CUSTOMER