



New Billing System FAQs—Answered!



FOR MORE FAQs, VISIT
[FCLWD.COM/BILLING-CHANGES](https://fclwd.com/billing-changes)

Our new billing system has been live for almost two months. Have you created your FCLWD Online Utility Access account yet? If not, take a few minutes and set it up right now!

Here are a few common questions we're hearing:

Q: HOW DO I SET UP MY NEW ONLINE ACCOUNT?

A: Visit fclwd.com/bill-pay to get started or check out our step-by-step PDF and video at fclwd.com/billing-changes

Q: DO I HAVE TO SET UP A NEW ONLINE ACCOUNT?

A: No, you don't. You can still pay by check, phone or in person without the FCLWD Online Utility Access.

Q: CAN YOU HELP ME SET UP MY ACCOUNT?

A: Yes! Schedule a 20-minute appointment or walk in. Please bring your current bill and full payment information (checkbook, debit/credit card).

