

NUDRC has begun the process of upgrading our billing software!

Here are some of the most notable changes.

**New Account numbers-** The account number format will now be 6 digits. The format will be a 1 followed by zeros until your existing account number is 6 digits. \*\* This should not affect any existing ACH Drafts or existing payments made through your bank's bill payment.

For example:

<b>Existing Account Number Format</b>	<b>New Account Number Format</b>
Accounts 1-9	Accounts 100001-100009
Accounts 10-99	Accounts 100010-100099
Accounts 100-999	Accounts 100100-100999
Accounts 1000-1999	Accounts 101000-101999

**New Online Payment Portal-** ALL customers wishing to pay online, enroll in paperless billing, view usage/charges will need to select "register account" and set up a new online bill payment portal. Please keep in mind that your account number with NUDRC has changed and you will need to enter the new account number. There are step by step instructions attached at the bottom of this page.

**New Look-** No more postcards! The new billing format is a full-page bill that will be a similar format to other utility bills you may receive.

**Paperless Billing-** Integrated paperless billing functionality that allows you to login to your online portal to view bills, update contact information and pay your bill online.

**Real Time Payments-** Payments are posted automatically in real time to your accounts. \*\*Payments that are paid at the bank will not be posted automatically- they will be credited to your account the following business day.

**Payments using your credit/debit card-** Set up your monthly payment to be paid automatically using the credit/debit card of your choice.

**Email & Text Alerts-** NUDRC can now end email and text notifications for late bills, disconnects or other alerts such as high usage, leak repair or other work being done in your area, boil notices, etc.