



Cottage Hill Water Works, Inc.
PO Box 581 / 16 Williams Ditch Road
Cantonment, FL 32533
(850) 968-5485 Phone
(850) 968-0845 Fax

RE: Important Update Regarding Automatic Draft (ACH) Utility Bill Payments

Dear Valued Customer,

We are writing to inform you of an important change to the way automatic draft (ACH) water utility payments are processed.

If you are currently enrolled in automatic draft (ACH) payments through an authorization form completed at Cottage Hill Water Works, please be advised that this payment method will be discontinued. The last ACH withdrawal will occur on August 7, 2026. Due to evolving concerns surrounding cybersecurity, data protection, and the safeguarding of customer's personal and financial information, our billing software provider, Muni-Link, is eliminating this form of ACH processing.

To continue enjoying the convenience of automatic payments on the 1st or 7th of each month, you will need to transition to our online payment portal on our website at www.chwwinc.com. From the home page, click the green pay your bill now tab to begin registration. You will need your account number and CID number that is located on your billing postcard.

Through the portal, you can:

- Create a secure account
- Set up automatic payments (eCheck or credit/debit card or eCheck Autopay)
- Charges as follows: eChecks \$1.00, credit/debit \$2.25, eCheck Autopay .25¢
- Manage & view your water utility billing information

Please note that you will have access to the new registration process beginning on **August 11th, 2026**, at www.chwwinc.com. If payment arrangements are not updated and bills are not paid on time, late charges will be applied.

We encourage you to complete this process to avoid any interruption in your automatic payments.

If you need assistance setting up your online account or have any questions, please do not hesitate to contact CHWW. We are happy to help guide you through the process.

Thank you for your understanding and cooperation as we work to better protect your information and improve our services.

Thank you,

Cottage Hill Water Works, Inc

