



Dear Customer,

We have upgraded our customer billing software. With this upgrade you will have **access to a customer portal** that will enable you to view, print, and pay your bills online. Through the customer portal you can sign up for e-billing and autopay, view your bills, and see your usage history.

Included in this letter is your first bill in the new billing system. You will be able to register your account and/or use the quick pay feature by visiting

<https://cvutilities.authoritypay.com>.

**Your new bill will provide you with the necessary information to register** such as your **account number** and new **CID number**.

Once you've registered, you can set up your profile, payment methods, and bill delivery preferences. **Enclosed are instructions for setting up your customer account, please see your new bill to get your account and CID numbers.**

We are also providing a new **notification system** that will help keep you up to date on important information and urgent notices such as water shutoffs due to repairs, loss of water, and more. Once you have received your first call or text from us, please save the number so you can be sure to receive communications from us in the future. Please make sure your contact information: phone and email address, are up to date in our system so you can receive these important notifications.

We're excited to provide you with this new billing software and hope that it will improve your overall billing experience with us. If you have any questions or concerns about these changes or need help setting up your account, please contact us.

Sincerely,

Town of Camp Verde  
Utilities Department

Office: (928) 554-0850

Email: [utilities@campverde.az.gov](mailto:utilities@campverde.az.gov)

***The Utilities Department would like to make customers aware of the following changes that have resulted from the conversion to new billing software:***

- Water and sewer bills are now combined into one account, with one bill
- **New account numbers have been assigned to all accounts**
- **E-billing is now available** through the customer portal
- Bills are now **due on the 26<sup>th</sup> of the month**
- Late fees will be charged on the 27<sup>th</sup>
- Late fees will be 1.5% of the total past due balance for the combined water and sewer bill
- Meter turn-offs for unpaid bills will be on the 20<sup>th</sup> of the following month (when a customer's bill is over 21 days past the original due date)
- Meter turn-offs will be completed for any unpaid water and/or sewer balance over \$50.00

**Important:**

Bills will be due on the 26<sup>th</sup> of each month, starting October 26<sup>th</sup>. **We are providing a 15-day grace period for the first bill in the new system, the bill due October 26<sup>th</sup>.** This means customers have until **November 10<sup>th</sup>, 2026** to pay their first bill from the new system before being considered past due and receiving a late fee. **This grace period will only be for the first bill in the new system.**

If for any reason you are not able to pay on time or within this grace period, you **must** contact our office for assistance to remain in good standing.