



GREAT NEWS !!!

Paying Your Bill Is As Easy As Dialing Your Telephone!

To make it more convenient for you to pay your bill, Elmira Water Board (EWB) has added a telephone payment system to its existing payment options!

- We are excited to offer all of our Customers the option to make payments by using our new secure Tele-Works telephone payment system. Use this system to make your payment by credit card, debit card, or checking account.

By calling (877) 363-3948 you will receive step-by-step instructions on the telephone bill paying function. Before you dial, have your water bill and payment information in hand. You will be asked to enter your account number, which can be found on the top left hand side of your bill, and your house number. The system will provide you access to your account history and allow you to make a payment if you choose. Anytime during the call you can be connected directly with one of our customer service representatives; no need to hang up and redial the Main Office!



Another great option the system provides is an outbound call feature. Outbound calling can help you manage your account. You will be given the opportunity to supply the EWB with your telephone number (or not, it's up to you). With your number, we can then alert you to such items as an overdue bill/interruption of service, high consumption on your water usage, or a water emergency that pertains to you. Forgot to pay your bill? EWB's heads-up call can send a reminder and help you to eliminate a service interruption and its associated charges!

Other Payment Options available for your use:

- Walk-in at the Main Office, 261 West Water Street, pay by Check, Cash, Credit Card, Debit Card or Money Order.
(VISA, Discover and MasterCard only)
- Drop off payments at any branch of Five Star Bank.
(Check or Money Order only)
The branches are located at 351 North Main Street in Elmira, 2075 Lake Road in Elmira Heights, and 1019 Center Street in Horseheads - next to the Dunkin Donut Shop.
- Mail your payment in the return envelope provided with your bill to the remit address shown.
(Check or Money Order only)