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## NEWS RELEASE

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**FOR IMMEDIATE RELEASE**



### **PCWA BOARD UPDATE: NEW BILLING SYSTEM AND PORTAL ROLL-OUT FOR ENHANCED CUSTOMER EXPERIENCE**

**AUBURN, Calif. (October 8, 2024)** — The Placer County Water Agency (PCWA) Board of Directors received an update at its October 3 board meeting, on the roll-out of its new utility billing system and Customer Service Portal. Launched on Sept. 30, the new system aims to streamline operations, improve data management, and enhance the customer experience.

“The transition to the new system and portal followed months of hard work and preparation,” said Jill Howes, Deputy Director of Customer Services. “The result is a more efficient platform that simplifies how customers manage their accounts and improves overall service.”

The new system brings several advantages for customers, including 24/7 access to their accounts, allowing users to review water usage, view and pay bills, sign up for autopay and paperless billing, and manage multiple accounts. It is also scalable to meet the needs of PCWA’s growing customer base and integrates with technologies such as Advanced Metering Infrastructure (AMI) and Automated Meter Reading (AMR).

To facilitate the transition to the new Customer Service Portal, PCWA has implemented several measures to assist customers in creating their accounts.

Last week, PCWA sent a pre-verified link to streamline the setup process and eliminate the need to input details from past bills. The portal can also be accessed via both the “New Customer Portal” or “Pay My Bill” link on the PCWA website at [www.pcwa.net](http://www.pcwa.net). Customers should have their old account number and last bill amount handy and complete the sign-up form to register their new account.

In addition, customers will receive letters in the mail with their new account number and detailed instructions for transitioning their accounts to the new system. It is important for customers to create new accounts using their new PCWA account numbers.

“We understand that the requirement to create a new online account may pose some inconveniences,” said Young. “We are confident this one-time process will provide long-term

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benefits for our customers by making account management more efficient and enhancing the customer experience.”

Customers who receive paper bills will see their new account numbers, which begin with the letter “A,” on statements starting in October. These bills, generated by the new billing system, will be easier to read and understand – another benefit of the new system.

As part of the transition, existing autopay settings were canceled and customers with preexisting online accounts were automatically enrolled in paperless billing. This means customers will need to re-enroll in autopay or opt out of paperless billing in the new portal if they prefer to continue receiving paper bills. If applicable, they will also need to update their bank bill pay services.

As customers update their accounts, they can also update their contact information, which will make it easier for PCWA to contact them in case of an outage or emergency.

To further assist customers, PCWA released a step-by-step instructional video, available on the agency’s website, to guide customers through the setup process. PCWA’s customer service team is available to provide support throughout the transition to help customers make the most of the new system. They can be reached at [customerservices@pcwa.net](mailto:customerservices@pcwa.net) or call (530) 823-4850.

Find full details at: <https://www.pcwa.net/newsroom/new-customer-service-portal-2024>

**In other business**, the board heard an update on water supply and fire suppression capabilities for the City of Rocklin, one of about 10 fire protection districts within PCWA’s treated water service area.

Brian Rickards, PCWA Planning and Development Services Manager presented a summary of the Insurance Services Office (ISO) report for Rocklin Fire. Focusing on fire suppression and protection for small structures, ISO Public Protection Classification reports are produced every five to 10 years and cover fire protection areas nationwide.

“In short, the Insurance Services Office collects and evaluates data from communities in the U.S. on their ability to suppress structure fires,” Rickards explained. “Water supply represents approximately 40% of a fire district’s overall ranking. PCWA received a near-perfect score on Rocklin’s water supply system.”

That score reflects the ability to deliver needed fire flow (up to 3,500 gallons per minute) to Rocklin’s 2,915 hydrants.

Rickards explained that insurance companies use this report for marketing, underwriting, and to help establish premiums for homeowners and commercial fire insurance. In general, better rankings lead to better classification and better insurance premiums.

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## **About PCWA**

Placer County Water Agency (PCWA) is the primary water resource agency for Placer County, California, with a broad range of responsibilities including water resource planning and

management, retail and wholesale supply of drinking water and irrigation water, and production of hydroelectric energy.