
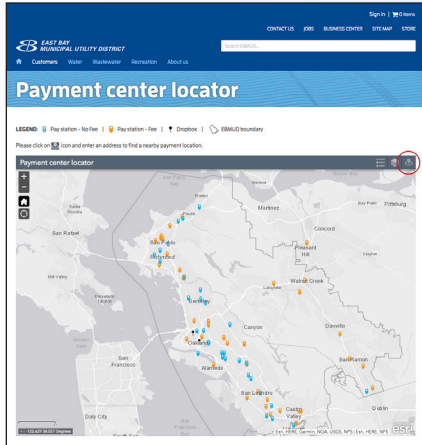


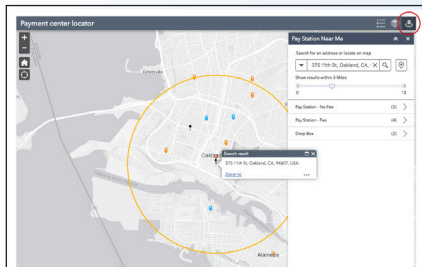
How to Find Pay Station Locations Near You

- ▶ Visit ebmud.com/paystations

- 1 Click on the Near Me icon  in the upper right corner of the Payment center locator map.



- 2 Enter an address to find a nearby payment location.



- 3 Move the slider to adjust your results to include a smaller or larger area.

- ▶ Or you can always call customer service at **1-866-403-2683**

How to Create an Online EBMUD Account

- 1 Visit ebmud.com/billpay, and have your EBMUD account number handy.
- 2 On the left side of the Login page, under the Login button, click on **Create an EBMUD ID**.
- 3 On the left side of the New EBMUD ID page, fill out the form and click the **Create an EBMUD ID button**.
- 4 For your security, you will receive an email asking to verify your account. In the email you receive, click on the **Activate Account** link. (You'll be asked to provide your 11-digit EBMUD account number.)

To Restore Full Water Flow:

Call EBMUD Customer Service at **1-866-403-2683** or visit ebmud.com to pay your bill or set up a payment plan.

(Calls received after 4:30 pm will have service restored by 5:30 pm on the next business day.)

Need Additional Assistance?

Visit ebmud.com or call customer service **1-866-403-2683** to

- ▶ request a payment extension or make payment arrangements, or
- ▶ apply for EBMUD's Customer Assistance Program.










EBMUD has a proud history of providing high-quality drinking water for 1.4 million customers in Alameda and Contra Costa counties. The District's award-winning wastewater treatment protects San Francisco Bay and serves 685,000 customers.

EBMUD Bill Payment Options

For worker safety, EBMUD no longer accepts bill payments at residences.

EBMUD offers a variety of payment options:

-  **Pay Station**
-  **EBMUD Dropbox**
-  **Pay By Phone**
-  **Online One-Time Payment**
-  **Paperless Billing**
-  **By Mail**
-  **Online Electronic Billing**

ebmud.com
1-866-403-2683



Pay Your EBMUD Bill Your Way



Pay Station

- ▶ **POSTING SPEED:** Two business days or sooner
- ▶ **FEE:** None
- ▶ **PAYMENT METHOD:** Cash only
- ▶ **WHERE:** See the Pay Station Location list accompanying this brochure

EBMUD Dropbox

- ▶ **POSTING SPEED:** Next business day
- ▶ **FEE:** None
- ▶ **PAYMENT METHOD:** Check or money order only
- ▶ **WHERE:** EBMUD Administrative Building
375 11th Street, Oakland, CA 94607
between Webster & Franklin Streets

Outside Location:

- > 24 hours/day, 7 days/week
- > No courtesy phone or counter service available

Inside Location:

- > Mon-Fri, 8 am - 4:30 pm
- > Courtesy phone available
- > No counter service available


Pay By Phone **1-888-963-0909**

- ▶ **POSTING SPEED:** Two business days or sooner
- ▶ **FEE:** \$2.99 convenience fee
- ▶ **PAYMENT METHOD:** Debit / Credit card or e-check

Online One-Time Payment

- ▶ **POSTING SPEED:** Two business days or sooner
- ▶ **FEE:** \$2.99 convenience fee
- ▶ **PAYMENT METHOD:** Debit / Credit card or e-check
- ▶ **HOW TO:** Visit EBMUD's website ebmud.com/payments
 - 1 Enter your 11-digit EBMUD account number (located at the top of your bill).
 - 2 Choose your payment method **Bank Account** or **Debit / Credit card**.
 - 3 Enter the validation code.
 - 4 Click on the **Next** button.
 - 5 Enter your payment information.

Paperless Billing

- ▶ **POSTING SPEED:** Two business days or sooner
- ▶ **FEE:** None
- ▶ **PAYMENT METHOD:** Debit from bank account
- ▶ **HOW TO:** Visit EBMUD's website to enroll ebmud.com/zero.
 - 1 Click on  **New! Enroll in paperless bills: pay in a flash with zero fees and zero trees.**
 - 2 Login using your EBMUD User ID.
 - 3 If you don't have an EBMUD User ID yet, follow the steps on the back of this brochure to create an online account.

By Mail

- ▶ **POSTING SPEED:** Next business day (after payment has been received)
- ▶ **FEE:** None
- ▶ **PAYMENT METHOD:** Check or money order only
- ▶ **HOW TO:** Send payment to EBMUD Payment Center
P.O. Box 51191
Los Angeles, CA 90051-5491

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