



Ways to Pay

From mailing in a check to setting up a monthly withdrawal, you have several options for how to pay your bill.

Pay Online

Accepted forms of payment:

- Credit/debit card
- Bank withdrawal
- AutoPay
- Scheduled Payments

Pay by mail

Send your check, money order or cashier's check payment through the mail. Address your payment to:

Cascadia Water
PO Box 549
Freeland, WA 98249

Estimated time to post to account: Varies - can take up to 7 business days

Pay by phone*

Make a payment by phone or check your account balance 24/7 with our automated phone service.
Call (833) 296-8947.

*\$1.00 convenience fee applies to this method.

Estimated time to post to account: 1-2 business days

Pay in person

Temporarily on hold due to Covid19

Visit our office to pay in person with cash, check or money order. We have a payment drop box if you've missed our office hours.

Our office is located at:
18181 State Route 525
Freeland, WA 98249

Estimated time to post to account: Business hours

Online Billing/Payment FAQ:

Do I need to register online to pay a bill?

No, registration is not required for One Time Payments. However, by registering you'll be able to view prior history, set up automatic payments, schedule future payments, and store payment information, if desired.

What forms of payment can I use?

You can pay with a credit or debit card (Visa, Mastercard, or Discover), or you can issue an electronic check from your bank account (checking or savings).

What is a service fee?

A non-refundable fee added to your invoice on by the merchant payment company to cover various administrative costs on their end associated with accepting your payment. This is not recovered by Cascadia Water. There is no fee for customers to pay by electronic check (with a bank account). There is a \$2.95 service fee applied to all credit/debit card payments. There is a \$1.00 service fee if paying via our pay-by-phone line (833) 296-8947. (If you use the pay-by-phone and pay with a credit card, your total fee is \$3.95.)

What if I can't locate my bill?

If your bill is not showing, please double check that the correct information was entered in the search criteria. For example, an exact match may be required.

Do I have to enter an email address to make a payment?

Yes, an email address is required so the payment confirmation can be delivered to your email inbox.

When I try to pay my bill, it asks for credit card information and I want to pay by electronic check. Under "How would you like to pay" click on the drop-down box and choose EFT Check.

Will I receive a confirmation email that my bill has been paid?

Yes, you will receive a confirmation email.

What's the difference between Auto Pay and Scheduled Payments?

Auto Pay is a process that pays your balance in full each billing cycle. Scheduled payments are manually entered by you with a date of your choosing. You can also adjust the amount of your scheduled payment (for example, you can schedule to pay a set amount each month, rather than every other month like our billing cycle).

What if I already have AutoPay set up with my bank?

You will want to contact your bank and cancel your automated bank draft before the payment is due and then you can choose to enroll in Auto-Pay or Recurring Scheduled Payments, if offered, using a credit/debit card or bank account through our online payment portal.

How long does it take for online payments to post?

Credit card payments are authorized immediately, and typically take 48 hours to settle. ACH transactions typically take between 48-72 hours to settle.

What is Pay by Text?

Pay by Text is a convenient way to pay your bill by text message. When signed up for Pay by Text, bill notifications will be sent by text message (this is in addition to email notifications) and you will then have the option to pay via text message with your default payment method by simply replying. You may enroll in Pay by Text when making an online payment or by accessing your account and selecting the Pay by Text option. A confirmation will be sent to complete your enrollment.

Is my credit card and checking account information safe when I pay online?

Absolutely. Invoice Cloud will safely store your financial information using Payment Card Industry (PCI) Compliant systems. Compliance with the industry standards is a requirement for those that accept major credit cards and for software providers who have applications which involve the transmission and/or storage of credit card information. This includes truncating (abbreviating) account numbers so that even we do not see your complete account information.