



Online Water Bill

Keep Your Payments Flowing

WE SIMPLIFY BILLING FOR WATER ASSOCIATIONS

onlinewaterbill.com

info@onlinewaterbill.com

Newton County, Arkansas

Built from real association experience

Built by people who understand your world

Zack Andrews joined the board of Deer Community Water Association in Newton County, Arkansas after years of paying his water bill by check while every other bill in his life was online. Steven Sparks, the association president, asked a simple question: do you want to help?

What they found was bigger than payments. Billing took hands-on time at every step: calculations, paper meter routes, manual invoices, and envelope-stuffing parties. Customers were frustrated. The president was fielding complaint calls every evening.

Online Water Bill was created to simplify operations without making associations completely change how they work. You can still mail bills. You can still take cash and checks at the office. The goal is to bring billing, meter reading, payments, and customer communication into one practical system designed for rural water associations.

After implementing Online Water Bill at Deer, the association president reported no complaint calls in months. The phone had been ringing five to ten times every night.

Today, Deer Community Water Association runs billing and customer access on Online Water Bill. Steven Sparks, association president, is the first point of contact for associations exploring the platform. Zack Andrews serves on the Deer board; in a separate role, he spent about seven months reading meters and processing billing through the same system your staff would use.

Common challenges we help simplify

Most associations we speak with are not failing. They are doing hard work with tools that were never designed to work together. We frame the conversation around simplifying what you already do:

- Collecting payments (checks, trips to the bank, tracking who paid)
- Mailing bills (paper, postage, stuffing envelopes; postcard mailers customers often report as lost)
- Meter reading workflows (paper routes, rekeying reads)
- Customer notifications and follow-up calls
- Reporting and usage history
- Tracking delinquencies
- Office workload during billing season
- Multiple disconnected systems that do not share the same numbers

Online Water Bill brings these tools together into one simple, cloud-based platform designed specifically for water associations: billing, meter reading, mailing, payments, reminders, and customer self-service in one place.

Key features

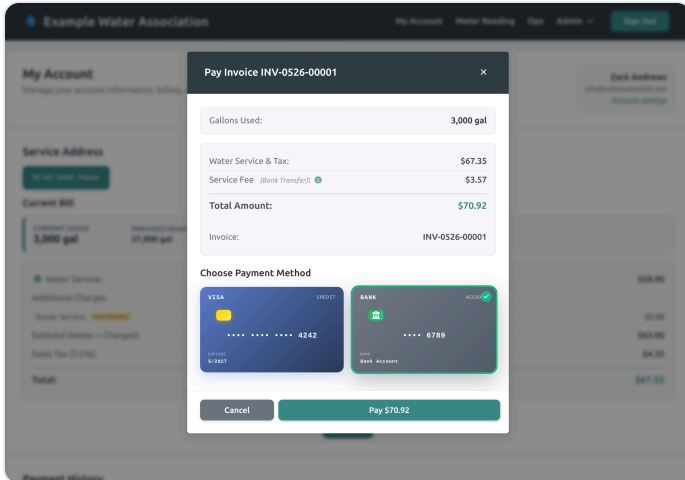
What your staff and customers see in the system:

Customer homepage

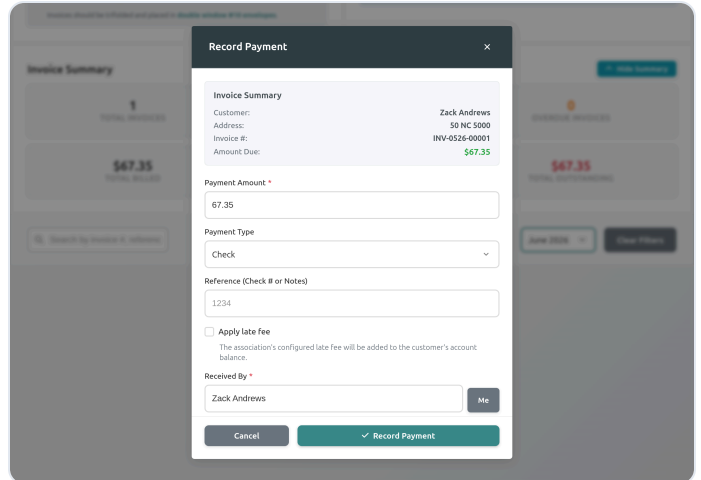
The screenshot shows a customer homepage for the Example Water Association. At the top, there is a dark header with a water drop icon, the text "Example Water Association", and a "Sign In" button. The main content area has a large heading "Example Water Association" and a sub-heading "This is an example association for Quality Assurance testing". Below this, there are three main sections: 1. "Latest News & Updates" containing two news items: "Welcome to Online Billing" (dated August 2, 2025, with a "Featured" tag) and "Water Quality Report Available" (dated January 28, 2026, with a "Notice" tag). 2. A "Create Account" section with a "Create Account" button and a "Pay without an account" link. 3. A "Local weather" section for Jasper, AR, showing a current temperature of 68°F and a 60% chance of showers and thunderstorms, along with forecasts for "Tonight" (57°F) and "Saturday" (73°F).

Each association gets a branded website. Create an account, pay online, view news and other association information. This page is completely customizable.

Online & Offline Payments

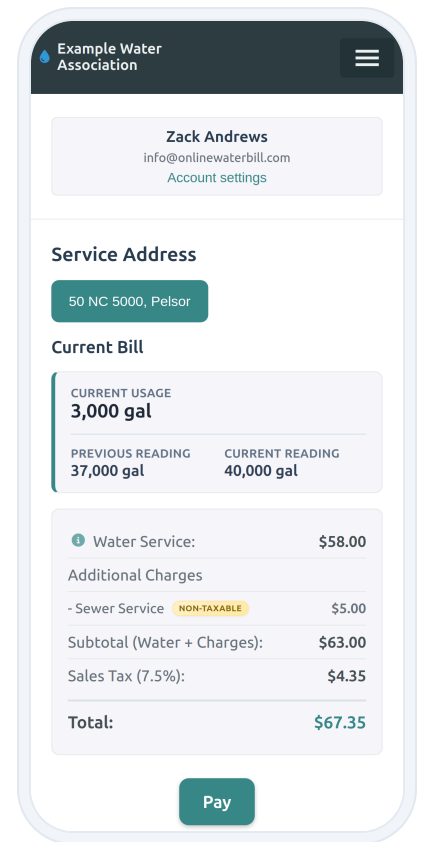
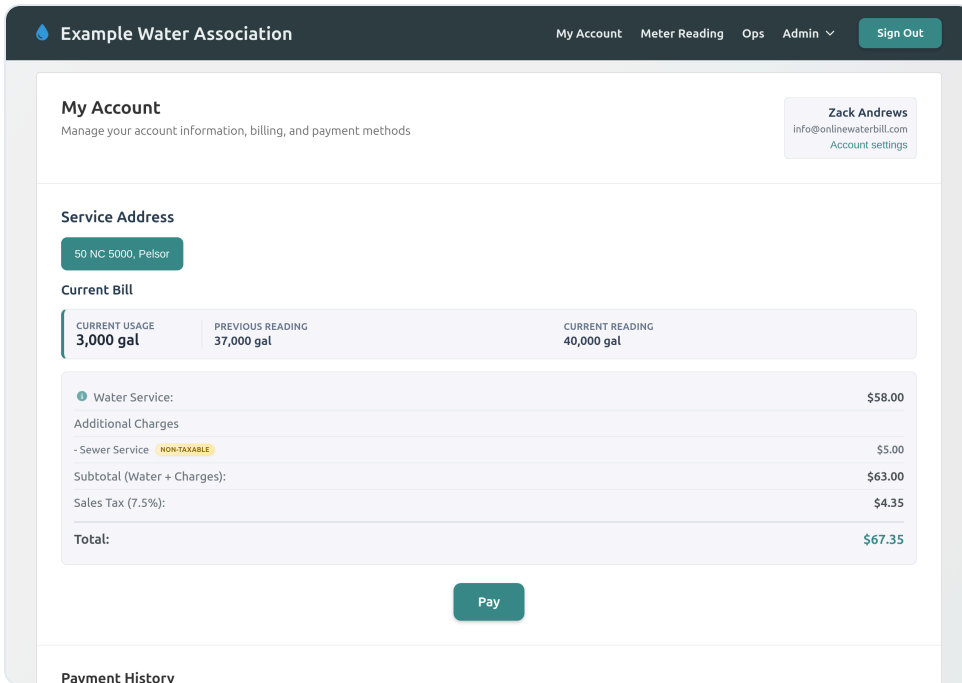


Online bill pay. Customer pays via card or ACH.



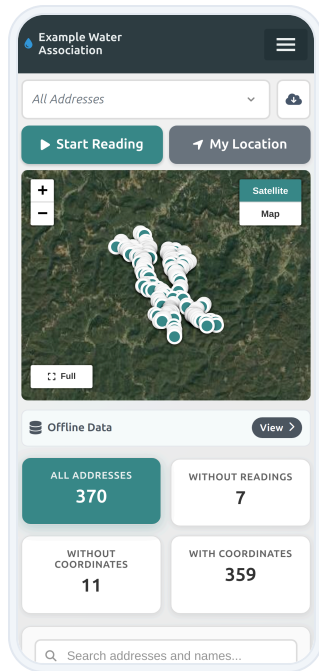
Bookkeepers record offline check, cash, and money order payments.

Customer portal

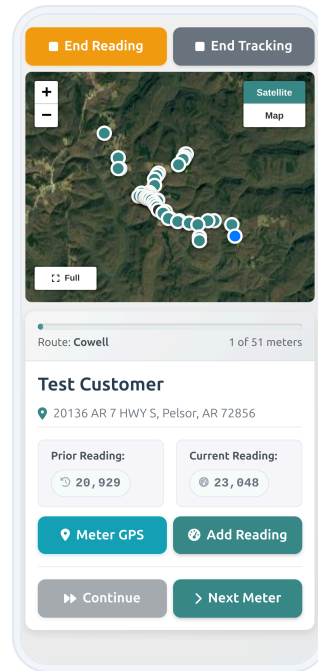


Customers view balance, usage, and pay from any device

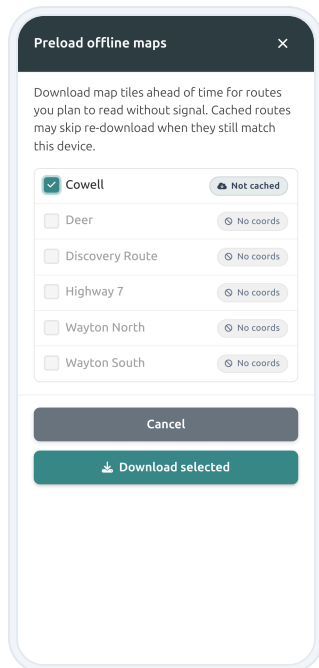
Meter reading



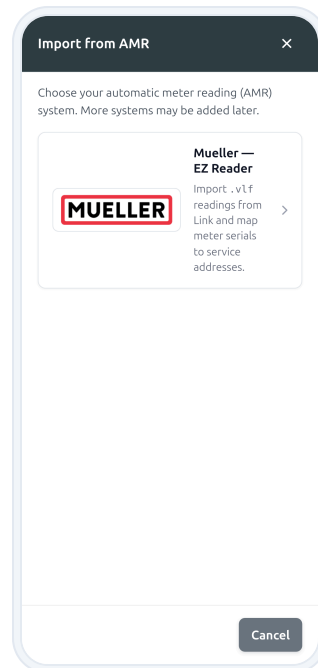
Routes, GPS map, and address stats



Field reading mode. One meter at a time.

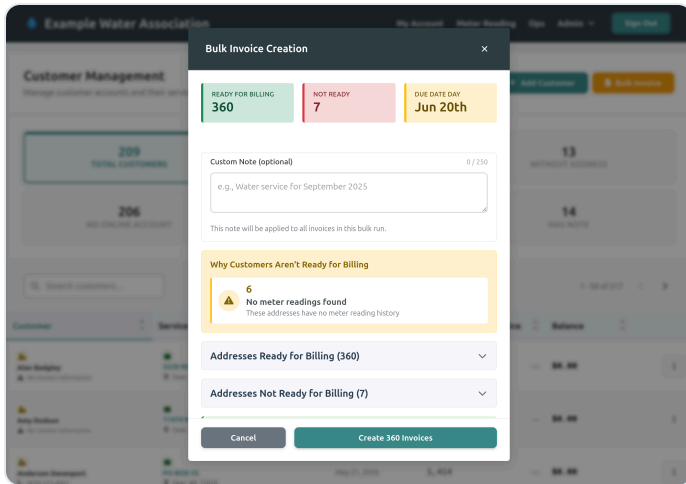


Preload offline maps for reading offgrid

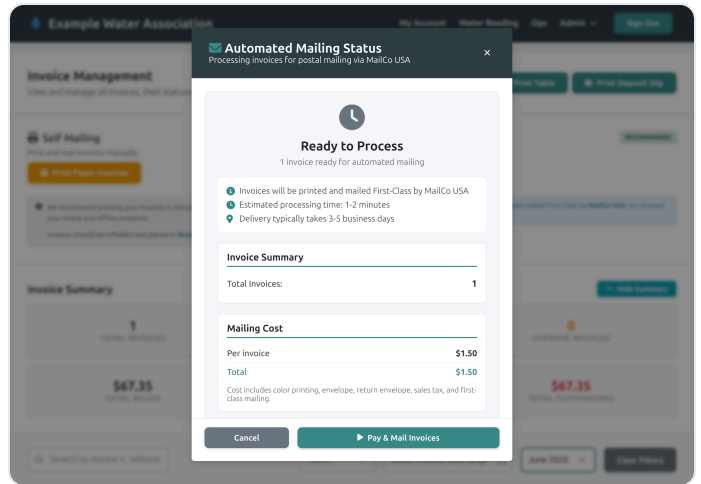


Import from AMR

Invoicing & Mailing



One-click invoicing from meter reads



One-click automated mailing for customer bills

 **EXAMPLE WATER ASSOCIATION**

123 Testing Street
Deer, AR, 72856
INV-0526-00001

Created: May 28, 2026

Zack Andrews

50 NC 5000
Pelsor, AR, 72856

Due Date: June 20, 2026

Water Usage

Prior Reading: 37,000 gallons May 22, 2026	Current Reading: 40,000 gallons May 22, 2026	Usage: 3,000 gallons
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Bill Summary

Water Service:	\$58.00
Additional Charges	
- Sewer Service (non-taxable):	\$5.00
Subtotal (Water + Charges):	\$63.00
Sales Tax (7.5%):	\$4.35
Total Amount Due:	\$67.35

\$38.00 per month for first 1,000 gallons; additional quantities billed at \$10.00 per 1,000 gallons

Payment Options

Pay Online

Visit our website to create your online account and pay your bill

<https://test.onlinewaterbill.com>

Account: 00000

Invoice Last 5: 00001

A service fee applies to online payments.



Traditional Payment

Pay by Mail: Send check or money order to:

EXAMPLE WATER ASSOCIATION

123 Testing Street
Deer, AR, 72856

Dropbox: Behind the Ozark

Autopay by Phone: Call (111) 222-3333 to enroll.

Thank you for your business! For questions or concerns please contact us: (111) 222-3333

Prepared by  OnlineWaterBill.com

PAYMENT REMITTANCE - DETACH AND RETURN WITH PAYMENT

Customer Name:	Zack Andrews
Account Number:	00000
Invoice Number:	INV-0526-00001
Due Date:	June 20, 2026
Service Address:	50 NC 5000, Pelsor, AR, 72856

Amount Due
\$67.35

Cut along the dotted line above and return this section with your payment

Customers receive professional bills by mail or email. Notice the accent color from your online portal carries over to the paper bills, building cohesiveness and trust.

Reporting & office tools

Work Orders
Create and manage work orders for water operators

Print Summary Create Work Order

Search work orders... Filter by Status Filter by Prior...

#	TITLE	STATUS	PRIORITY	ASSIGNED TO	CREATED	DUE DATE
#8	A new pond has formed in Deer We already had a good pond	OPEN	MEDIUM	Unassigned	Feb 18, 2026	May 30, 2026
#4	A majestic geyser has appeared in Cowell This isn't a good thing	COMPLETED	MEDIUM	Unassigned	Feb 18, 2026	May 27, 2026
#3	Broken Main Main line broke off of Sandy Springs Road	COMPLETED	MEDIUM	Unassigned	Dec 24, 2025	N/A
#1	Zack's Meter Broken Zack's meter is broken, oh not	CANCELLED	MEDIUM	Unassigned	Dec 22, 2025	Apr 30, 2026

Online Water Bill is made with in Newton County, Arkansas

Create and manage work orders for water operators

Reports
Generate and view various financial and operational reports

Generate Notices Print Report

Select Report
Delinquency Report

0 DELINQUENT ACCOUNTS \$0 TOTAL OUTSTANDING 0 AVG DAYS OVERDUE

Search: Search customers... How overdue: All Delinquent Accounts Last payment: All Accounts (0)

No Delinquent Accounts

Usage, payments, and delinquency tracking

Notifications
Send an email to all customers or select one or more routes to send to members on those routes

Send Email

Subject * Reply-To (optional)
Enter email subject info@onlinewaterbill.com

Routes (optional)
Select routes—or leave empty for all customers

Message *
Write the email message to send to all customers

Basic formatting supported in plain text. A standard header/footer will be added.

Recipients (2)
Customers who will receive this email: Show All (2)

Email notifications and payment confirmations

Switching systems does not have to be stressful

Most associations are afraid of losing data, downtime, confusing staff, angry customers, or changing systems after decades. That is completely normal. We help guide the process step by step:

- Initial setup and configuration (about 1–2 hours in the system)
- Data import assistance for current customers, accounts, and meters
- Staff onboarding and training
- 24/7 support forever through phone, email, or our built-in ticketing system
- Customer transition support (portal announcement, pay-online option)

You do not have to change everything overnight. Our goal is to simplify your process while helping you keep what already works. Go-live is planned around your billing calendar: import current data, enter the next reading cycle in Online Water Bill, generate bills with one button, run mailing with another, then retire the old system when you are ready.

Typical path to go-live

1. Board approves exploring or adopting Online Water Bill
2. Short call: how you bill today, connection count, meter reading method
3. Quote for setup and onboarding based on connection count
4. Import current customer and account data; spot-check addresses and meters
5. Train bookkeeper(s) and meter reader(s)
6. Next reading cycle in Online Water Bill → one-button billing → one-button mailing

Why associations choose Online Water Bill

Online Water Bill	Traditional / disconnected approach
Modern cloud access from office or field	Often office-only software on one PC
Online payments plus in-office cash and check	Manual collections and bank trips
Mobile meter reading with GPS and offline sync	Paper routes and rekeying reads
All-in-one platform	Multiple tools that do not share data
Built for water associations	Generic billing or municipal software
Guided onboarding and 24/7 support	Limited transition help

Security & reliability

Boards care about this. Here is what we tell them, in plain language, not a technical audit:

- **Secure payment processing:** Card and bank payments are processed by Stripe, a PCI DSS Level 1 certified payment processor. Online Water Bill does not store full card numbers.
- **Cloud infrastructure:** No billing server to maintain in your office. Access from anywhere with role-based permissions.
- **Data backups:** Included with setup and onboarding.
- **Encryption:** Industry-standard TLS (HTTPS) for data in transit.
- **Support:** 24/7 support forever through phone, email, or our built-in ticketing system.

Your association should keep archival copies of historical billing from prior systems if you need old invoices for audits. Online Water Bill focuses migration on what you need to run day to day going forward.

Straightforward pricing

Nobody likes surprise fees, hidden contracts, and confusing pricing. Our model is simple:

Who pays	What
Water association	One-time setup and onboarding fee (quoted by number of connections). Includes hosting, backups, data import help, training, and 24/7 support forever through phone, email, or our built-in ticketing system.
	Automated mailing (optional): \$1.50 per bill mailed. Entirely optional, but it really takes care of your customers' bills and boosts trust in your process. Cost reduces over time by about one-third as customers pay online and opt out of mailing.
Customers	Small service fee when they choose to pay online. No fees for cash, check, or money orders.

Contact us for numbers that apply to your association. We will walk through your connection count and current process: transparent onboarding, no hidden costs, flexible implementation.

Frequently asked questions

“We already have a billing system.”

That is completely normal. Most associations we speak with are transitioning from an existing process. Our goal is to make the transition smooth and manageable, not to criticize what you have today.

“What if our staff is not comfortable with technology?”

We provide onboarding, training, and ongoing support designed specifically for water association offices. The interface is built customer first with empathy and understanding by people who used it daily for months before we brought the system live.

“What happens if the internet goes down?”

Critical workflows like meter reading can continue offline and sync later when service returns. Your association data is stored in the cloud with redundancy, so billing records and customer accounts stay protected and available when your office comes back online.

“Will our customers actually use online payments?”

Most associations see adoption immediately by customers who want an easy way to pay online. Online payment and accounts are optional. Cash and check continue to be received the way they always have.

“Do we have to stop mailing bills?”

No. Online Water Bill can continue supporting traditional mailed bills alongside online payments. Our bills are professional, tri-folded, mailed automatically, and include return envelopes to help keep your traditional customers happy.

“Will we lose our data?”

We help you import current customer, account, and meter information for go-live. Keep archival copies of historical billing from your prior system if you need old invoices for audits.

“Why should we trust you?”

The platform runs today at Deer Community Water Association in Newton County, Arkansas. You can browse their live customer portal at deer.onlinewaterbill.com before you decide.

Built from real association experience

Deer Community Water Association, a rural community water system in Newton County, Arkansas, uses Online Water Bill for billing, meter reading, mailing, online pay, and customer portal.

"Thank you so much for what you do. I was so tired of having to remember and write a check every month for my water bill. I now have it set up on autopay and no longer worry about missing a payment."

Tony S., Customer, Deer Community Water Association

"I really like that online payments are deposited once a week instead of daily. That makes reconciling bank statements way easier than in another system I've used before, where deposits came in daily and were split between cards and bank accounts."

Marla C., Bookkeeper, Deer Community Water Association

Results at Deer

- Recovered roughly \$5,000–\$7,000 in previously lost revenue each month
- 80 meters that were not accounted for are now mapped in the system and billed accurately
- Complaint calls dropped to zero for the association president
- Bills generated automatically from meter input
- Mailing handled with one button
- Postcard mailers no longer reported as lost; bills are sent in a first-class envelope
- Customers view balances and pay online from any device

See how Online Water Bill works

[Schedule a walkthrough](#) and see how Online Water Bill can simplify billing, payments, meter reading, and customer communication for your association.



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