

Lynnfield Center Water District Announces New Online Customer Account, Payment & Insights Portal



Coming in



the fall of 2020!!

Paymentus



LYNNFIELD - The Lynnfield Center Water District Board of Commissioners is pleased to announce that they and four of its partners have collaborated to create a new online multi-functional account information and payment portal for customers.

Through a partnership with Ti Sales, Paymentus, Jayhawk and WaterSmart, the LCWD will soon offer its customers access to the WaterSmart platform, which provides a broad array of tools previously unavailable to them. The change also eases the bill payment and collection process, while giving the district and customers valuable insight into their water usage.

WaterSmart will provide customers with a variety of tools and resources that will help better inform them about water usage and streamline their billing experience. The features include:

- ✓ Individualized customer portal with information on all LCWD accounts
- ✓ Usage insights with monthly consumption available
- ✓ Leak alerts
- ✓ Increased usage notifications
- ✓ Bill forecast notifications
- ✓ Paperless billing with electronic payment options
- ✓ Online form submission
- ✓ Bill Explainer
- ✓ Mechanism to get the most up to date communication from LCWD
- ✓ Meter and water saving tips and more

"This upgrade and infusion of new software will modernize our billing operation and simultaneously make it easier for customers to find and understand their bills and monitor consumption, all while giving our staff tools to engage with customers and work more efficiently," Superintendent Scenna said. "We're proud to be able to provide this new level of service to all of our customers, and I'm grateful for our partners at Ti Sales, Jayhawk, Paymentus and WaterSmart for helping make this a reality."

The system is due to launch in November. Once registered into the program, all LCWD District members will be able to access WaterSmart on a desktop or smartphone browser. Further information on the platform availability and how to register will be available on our website and will be advertised in local newspapers and social media. You are welcome to contact the office at 781.334.3901 with any additional questions.

