



APPLE VALLEY HEIGHTS
COUNTY WATER DISTRICT

P.O. Box 938

Apple Valley, CA 92308

(760) 247-7330 Office

General Email: avhcwd@yahoo.com

Website: avhcwd.specialdistrict.org

January 1, 2024

Re: Notice of Discontinuance of E-Check Payment Option via PayClix

Attention Apple Valley Heights County Water District Customers

As you are aware, the Apple Valley Heights County Water District has partnered with PayClix, an online payment processing center, since 2019; the intent of this partnership was to offer our customers with the opportunity to make payments via ATM/Debit Card, Credit Card or on-line checks (e-checks). However, due to accounting related issues encountered with returned e-checks (Non-Sufficient Fund e-checks), the Apple Valley Heights County Water District will no longer allow payments to be made via e-check when paying through PayClix; this change will be effective as of February 1st, 2024.

We apologize for any inconvenience this payment option change may cause for our customers, but the e-check NSF process leaves issues with supporting documents and record keeping which has the potential to cause proper accounting practice related concerns. Customers still wishing to pay their water utility bills, via PayClix, can still make payments via ATM/Debit Card or Credit Card; furthermore, as always, customers can still make payments to the Apple Valley Heights County Water District by cash, check or money order and by delivering these standard payment options to our office, located at 9429 Cerra Vista Street, Apple Valley, CA 92308, or by mailing checks or money orders to PO Box 938, Apple Valley, CA 92307. Thank you for your patience with this change intended to allow for the best business and accounting related practices.

If you have any questions/concerns, or wish to discuss payment options, please contact AVHCWD staff at (760) 247-7330.

Sincerely,

Daniel Smith

Daniel Smith
General Manager