

**Public Water Supply District # 1
Of Ralls County, Missouri
3316 Market Street**

Phone (573) 221-6615

Hannibal, Missouri 63401

www.rallscountywater.com

July 2026

**IMPORTANT TIME- SENSITIVE INFORMATION REGARDING YOUR ACH PAYMENT METHOD
---ONLY FOR THOSE CUSTOMERS WHO SIGNED UP IN THE OFFICE---**

Dear Valued Bank Draft Customer,

We are writing to inform you of an important change to the way automatic utility payments (ACH) are processed, which will be effective with your September 15, 2026, ACH payment.

Due to the evolving concerns surrounding cybersecurity, data protection, and the safeguarding of personal and financial information, the District, along with our billing software and portal payment providers, will initiate a change to enhance the data security of your Auto Draft ACH payment processing.

To continue utilizing the convenience of automatic payments on the 15th of each month, you will **first** need to call the office to **un-enroll** from the current process. If you already have ONLINE ACCESS, your login information will not change and simply go to #2 below.

Through the portal, you can:

1. Create a secure ONLINE ACCESS account by going to our website at www.rallscountywater.com or <https://pwsd1ralls.authoritypay.com>. *Have your Account Number and Customer ID (CID) available.*
2. Set up FREE automatic eCheck payments with checking or savings account routing and account #.
Includes Smart Reminders 72-hours prior to the draft date and draft day notices.
3. Set up eBilling to receive your bill faster.
4. Manage & view your utility billing information.

Please note that **un-enroll with the office**, and the first two on the above list **must** be completed by August 31st in order to continue with automatic payments. After this date automatic payments through the District office will be removed from your utility account. If payment arrangements are not updated and bills are not paid on time, late charges will be applied.

We encourage you to complete this process prior to the deadline to avoid any interruption in your automatic payments.

If you need assistance setting up your online account or have questions, please do not hesitate to contact us at 573-221-6615. We are happy to help guide you through this process.

Sincerely,

PWSD #1 of Ralls County MO