

Carter Plantation Community Development District

We are excited to announce that we will be implementing a new customer portal!

Our new customer portal allows you to easily manage your utility accounts, view bills, and enroll in Autopay, Text to Pay.

PLEASE TAKE NOTE: If you are currently set up on Autopay or Text to Pay through utlapp.com, these features will not be transferred to the new online portal. Customers signed up for Autopay or Text to Pay through utlapp.com will need to re-enroll with their payment information once their new account has been registered to continue on using these features.

Carter Plantation Community Development District is always improving and exploring new ways to give our customers the most reliable and affordable utility service possible.

Please do not hesitate to contact us with any questions or concerns.



Customers wishing to have the convenience of paying and viewing billing information online will need to create an account on the new online portal by following the link:
<https://www.nexbillpay.net/carterplantation>



CPCDD customers will also have the option to pay their bills by phone by calling:
(888) 612-7591



SCAN ME

nexbillpay

As announced last month, the bill payment system for your water and sewer account has changed. You have received your billing card in the mail, and now we suggest that you set up your own account at www.nexbillpay.net/carterplantation. You will need your account number from your billing card. It all starts with creating your own account. We cannot create an account for you.

With your NEXBILLPAY account you can ...

- view your bill information online
- pay your water and sewer bill
- receive reminders about payment deadlines
- **receive alerts** about the water/sewer system about known issues with the water/sewer systems (service interruptions, boil water advisories, etc.)

Without an account you will miss out on timely communications. There is no charge to set up an account even if you choose another method to pay.

For customers who want to continue paying their bill **without a convenience fee** you can

- Pay by mailing a check with the billing stub from your bill card
- Set up online bill payment through your bank's website.

For customers who wish to continue paying by **autopay**, please set up your account with www.nexbillpay.net/carterplantation. There is a \$2.00 charge per transaction drafting on the 20th of each month.

To pay using a **credit or debit card** regularly or occasionally, please create your account then follow the instructions. You can create a **text-to-pay account** also!! A \$2.95 fee will apply.

Customers can call the automated pay system at 888-612-7591. The office will no longer take your payment, so please create an account and/or call the automated pay system.