

TRAVIS COUNTY WATER CONTROL AND IMPROVEMENT DISTRICT 17

3812 Eck Lane • Austin, Texas 78734
• Phone (512) 266-1111 • Fax (512) 266-2790

March 26th, 2019

Dear Valued Customer,

We are proud to inform you that WCID No. 17 is moving to a new billing system. Our new system, 'Starnik', is a web based platform that will allow you to view your complete account history through our interactive customer portal. You will be able to access your transaction history, consumption history, contact the District, view electronic images of your bill or arrange to make an online payment. You'll even be able to set up easy recurring credit card payments. **Your March billing statement will have a new appearance and will contain the security code you will need to establish your new online account.** Online access will begin April 1, 2019.

Customers who have a recurring payment with our previous system will need to establish a new recurring payment under the Starnik system. Those wishing to make a one-time online payment or view their account data will also need to establish access through the Starnik system. Beginning April 1, 2019 you will be able to access the online portal by following the instructions provided on the enclosed flier. You will also be able to review the same instructions online on our web page www.wcid17.org . Just click on the announcement banner and follow the link provided. Again, our transition to this new system will be effective April 1, 2019.

If you have any questions, please contact us by email at support@wcid17.org or give us a call at 512-266-1111 ext. 118 or 122, from 8 a.m. to 5 p.m. Monday through Friday. Thank you for being a valued customer of WCID No.17 and we appreciate the opportunity to serve you.

Sincerely,

Jason F. Homan
General Manager

Travis County WCID # 17 introduces our new enhanced online utility customer portal!

ENJOY THE CONVENIENCE OF PAYING YOUR UTILITY BILL IN MINUTES USING VISA, MASTERCARD, OR BY ACH DRAFT FROM YOUR BANK ACCOUNT.

Visit our website at www.wcid17.org and select the green "Pay Online" button or by clicking on the "LOGIN" link found at the top of the website home page.

All customers wishing to use the new online portal will be required to set up a login account. You will need to have the security code that is listed on your March statement. Find the login screen as shown here. Click on new user SIGN UP NOW.

You will then go to the security screen as shown below which requires you to enter your security code which can be found on your March statement as the picture below shows.

WCID No. 17 Monthly Statement

Please Make Checks Payable to:
Travis County WCID No. 17

**3812 Eck Lane
Austin, Texas 78734**

ACCOUNT NAME	
ACCOUNT NO	
SERVICE ADDRESS	
STATEMENT DATE	
STATEMENT NO	
METER READ DATES	
SECURITY CODE	AGFJ567123#145@13Y

METER NO.	METER SIZE	PRIOR READ	CURRENT READ	TOTAL USAGE	THIS MONTH DIST AVG
4186612	2"	195,181	198,138	29,570	N/A

You will click on "send verification email" to receive a verification code by email. Click on the blue square to "confirm registration".

Next, create a user name and password. User name and password criteria is listed in a blue box on the

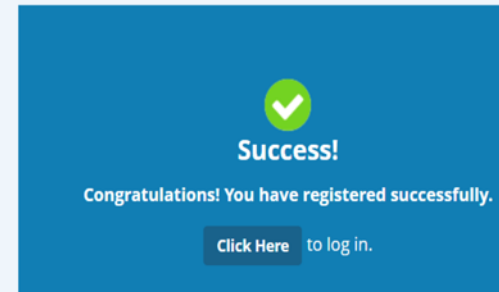
right side of page. You can "check availability" of the user name selected.

Username Criteria
Username must meet the following criteria:

- Must begin with a letter or a number.
- Must be between 6 and 50 characters long.
- May not contain any spaces.
- Can only contain the following special characters (. @ _ -).

Password Criteria

- Must be between 8 and 24 characters long.
- Must contain at least one number.
- Must contain at least one letter.
- Must contain at least one special character.
- May not contain any spaces.



Next you will receive an email that you have successfully created an online account as shown.

Finally, log in with the credentials you just created and you will arrive at a landing page similar to the one shown below.

From here you can access your transaction history, consumption history, or arrange to make an easy online payment.

Travis County Water District 17

My Account
Account # 252081
Main Office Number: (512) 266-1111

Transaction History

Date	Type	Amount
6/15/2019	Payment	\$23.00
6/15/2019	Charge	\$50.00
6/15/2019	Deposit	\$75.00

Make A Payment
Balance: **\$87.00**
Due Date: