

ATTENTION Shasta CSD Rate Payers

WATER BILL CHANGES STARTING APRIL 3RD

Shasta Community Services District has adopted FrontDesk, a web-based platform that gives our residents access to various tools including:

- Conveniently pay your monthly utility bills from the comfort of your home.
- Receive bills electronically.
- Enroll in autopay using ACH or credit card payments so you won't forget to pay your monthly bill.
- Get important messages and notifications via email or text.
- 24/7 access to your utility account and usage information, including water usage and tracking of multiple accounts.
- **Checks, money orders, and cash payments will still be accepted.**

FrontDesk is your direct line of communication for receiving your information, alerts, and notices. We have invested in this platform to provide Shasta Community Services District residents with a modern, satisfying, and convenient experience and superior customer service.

Changes in Service Charges for Payment Methods

- Credit Card Fee – 3.5% of total payment, \$2.00 minimum fee.
- ACH Fee- \$0.01 - \$150.00 = \$1.95
\$150.01 - \$2,500.00 = \$2.45
\$2,500.01 - \$25,000.00 = \$4.95

Where to sign up starting April 3rd

- Sign up for FrontDesk here:
<https://shastacsd.frontdeskworks.com/>
- Visit our website www.shastacsd.org and choose bill payment to sign up.