

To make it more convenient for you to pay your bill, the Elmira Water Board (EWB) offers a telephone payment system option

We offer our customers the option to make payments by using our secure Transaction Warehouse, Inc. telephone payment system. Use this system to make your payment by credit card, debit card, or checking account.
(VISA, Discover, and MasterCard only)

By calling (607) 333-9675 you will receive step-by-step instructions on the telephone bill paying function. Before you dial, have your water bill and payment information in hand. You will be asked to enter your account number, which can be found on the upper right hand side of your bill. The system will provide you access to your account balance and allow you to make a payment if you choose.

Another option available to our customers is an outbound call feature. Outbound calling can help you manage your account. You will be given the opportunity to supply the EWB with your telephone number (or not, it's up to you). With your number, we can then alert you to such items as an overdue bill/interruption of service, high consumption on your water usage, or a water emergency that pertains to you. Forgot to pay your bill? EWB's heads-up call can send a reminder and help you to eliminate a service interruption and its associated charges.

