

CUSTOMER ALERT ABOUT THIRD-PARTY WEBSITE -

DOXO.COM

We have recently become aware of an online bill pay website known as doxo.com, that is a third-party website allowing customers of North Wales Water Authority to pay their water bills by using the doxo.com website.

DOXO.COM IS NOT AFFILIATED WITH OR ENDORSED BY NWWA, although its website may appear that it is.

NWWA has only one authorized online bill payment affiliation, with InvoiceCloud®
It is recommended that NWWA customers use the online payment option clearly shown at the top of the Authority's website, as that payment option does NOT involve any additional fees to the customer.

Doxo.com (and other similar third-party vendors) may charge NWWA customers extra fees to process payments being made to NWWA. Also, as NWWA has no control over when payments made through the doxo.com website will be received, use of a different third-party vendor instead of InvoiceCloud® could possibly result in a misdirection of funds, or a late payment on behalf of the customer, thereby creating additional costs or a water shut-off action by NWWA as provided in its rules regarding late payments and delinquent accounts.

It is, of course, the customer's option whether to use the doxo.com website (or any other third-party vendor) to make payments to NWWA for water bills, but NWWA wishes its customers to be aware of the potential for additional fees being charged by doxo.com or other non-affiliated vendors, and that NWWA does not have any affiliation with any third-party payment vendors - other than InvoiceCloud®.