

LA MESA WATER COOPERATIVE

WaterGram – October 2025

New Water Bills and Electronic Payment Platform Are Coming Next Month

La Mesa Water Cooperative's new billing and payment systems will go into effect in November, with your October water bill.

This means that beginning next month water bills will look different and the electronic payment procedure will be different. For electronic payments, you can use Intuity, a payment platform that we expect will allow more flexibility for payments and be more user-friendly than the current platform (Xpress-pay).

New Water Bills

Beginning in November, monthly water bills that are easier to read will arrive in your email inboxes and mailboxes.

The bills will look different but will contain much of the same information as the current bills to which you are accustomed. For instance, you will still see your beginning and ending monthly meter readings, and water usage for the current month, prior month, and the same month in the prior year. You will no longer see your year-to-date water usage (this can be found on EyeOnWater) and the average gallons used per house during the billing period.

The Water rate table will no longer appear on the water bills. The rate table is still available at lamesawatercoop.org.

The "Fixed Charge" that appears on the current bills will give way to line-item charges for Base Charge and Capital Improvement Charge, the two charges that comprise the current "Fixed Charge."

New Electronic Payment Platform

With the new payment system, Intuity, you will be able to pay your water bill with your credit card (American Express, MasterCard, Visa, Discover) or debit your bank account. As is the case with the current payment system (Xpress-pay), when paying through Intuity, a small service charge is added. The exact amount depends upon whether the bill is paid by credit card or bank draft (echeck). La Mesa Water Cooperative does not have access to your credit card or bank account numbers.

The Intuity setup process is short and only involves a few steps. You will need to provide your 3-digit account number. Once you have provided your email address, it will send you a confirmation message, so you need to watch out for that.

When logged on to Intuity, you can:

- Make a payment for the amount due, or some other amount to pay ahead.
- See your water bill.
- Add a cell phone number to receive text notifications. It will send you a text message to confirm the number.
- Set to autopay. Autopay payments are only processed on the due date which is the last day of each month.

If you currently use Xpress-pay, you will need to set up a new account on Intuity.

Of course, you will still be able to pay your water bill by personal check or through your bank's bill pay program if you prefer.

If you would like to establish an Intuity account before the November roll-out, please let us know by sending an email to: water-bill@lamesawatercoop.org.

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