



As part of Rapidan Service Authority's commitment to customer service, we are implementing new software to manage customer accounts and billing. While we strive to minimize the impact and inconvenience for customers, there are some notable changes outlined below. **For some customers, action will be required.**

All RSA Customers:

- Once the new billing software goes live on December 13th, 2024, the existing WebShare customer portal will be decommissioned. Because customer login data is not saved by RSA, **you will need to set up a new online account.** Existing WebShare users will receive an email with instructions.
- RSA is also switching payment processing companies. **Recurring payments configured through Paymentus will no longer be processed.** Instructions for reconfiguring recurring payments through the new customer portal can be found at www.rapidan.org.
- **Automatic payments processed by RSA via ACH will not continue beyond the December 20th due date.** Recurring eCheck payments may be configured through the new customer portal. There will be no charge for eCheck payments.

Madison, Rt. 15, & Rt. 20 Customers:

- Beginning this month (December 2024), your billing date will move from the middle of the month to the end of the month.
- Your due date will move to the 20th of each month. If the 20th falls on a weekend or holiday, the due date will move to the next business day.
- For two to three months, billing periods (the number of days between meter readings) will be slightly longer than normal. Over these two to three months, the meter reading date will move closer to the billing date.

Locust Grove Customers:

- Lake of the Woods non-user accounts only: There will be a change to your billing dates. Quarterly bills will be sent in January, April, July, and October.