



WATER & POWER

Your Water, Your Power -- Our Way of Life!

WATER ORDERING OPTIONS

For your convenience, MID offers various ways to quickly and efficiently place water orders.

Customer Service Department:

1. Phone: (209) 722-2720 or (800) 750-2720.
 - a. Press "1" to speak with a Customer Service Representative
 - i. After hours calls will be directed to a voicemail system and will be processed the next business day.
 - b. Press "2" to be directed to MID's Automated Phone Ordering System (24/7).
 - i. See the enclosed Automated Water Order Reference Card for detailed instructions on using the Automated Phone Ordering System.
2. Fax: (209) 354-2876
 - a. After hours orders will be processed next business day.
3. In Person: 744 W. 20th Street, Merced, CA 95340 (Monday thru Friday 7:30 AM to 4:30PM).

Automated Phone Ordering System:

4. (866) 825-2475 (24/7)
 - a. See the enclosed Automated Water Order Reference Card.

Online

www.mercedid.org (24/7)

Choose the WATER tab. Under the Order Water section, choose Online Account Manager. If this is your first time using the online ordering system, you must first set up an account. Please see the "Apply for Online Access" section below, the enclosed "Online Water Account Access Reference Card" or call a Customer Service Representative for assistance setting up your account. **You only need to set up your account once.**

In addition to placing water orders anytime, anywhere with an internet connection, this interactive site also provides several other valuable features, including the ability to:

1. Manage your account by viewing water orders, usage statements, consumption totals and billing information.
2. Make payments online via eCheck.

Apply for Online Access:

1. Go to www.mercedid.org
2. Choose the LOGIN tab. Under the Water Customer section choose set up an account.
3. Enter a user name and password. Fill in remaining fields.
4. Click "Continue" at bottom of the page.
5. Confirm all information is correct and record or print for future use.
6. Click "Logout."

You will receive a confirmation email once your online account access request is received and approved by MID Customer Service.