



Dear Roza Landowners,

The Roza Irrigation District has upgraded to a new water accounting software. The new software package includes a new customer portal for online water ordering and access to general account information.

The switch to the new system will take place at the end of the workday on **Tuesday, June 23<sup>rd</sup>**.

Customers will access the District's web page as they do now and click on the "Water Ordering" link. This link will redirect to the new customer portal.

An account will need to be set up the first time you use the system. Fill in the required information and click on the "Submit" button (note: the security question can be changed to whatever you like).

You will be notified that your account has been created and you will receive an email stating that your account will not become active until Roza personnel verify your information.

Roza staff will link your customer account(s) to your customer portal account and you will receive an email stating your account is active.

District staff will work to make this process smooth and timely, but please be aware that there may be a delay between when you set up your account and when your approval comes, allowing you can order water. During the work day, the delay should be less than an hour depending on workload. After business hours, you may not receive the approval until the morning of the next business day.

For those entering water orders via the automated phone system the process will not change from the customer's perspective.

You may activate your new account ahead of time by clicking the "New Account" button situated just below the "Water Ordering" link.

Thank You,  
Wayne Sonnichsen  
Engineering Manager