



## **Billing FAQ's**

### **What forms of payment are acceptable?**

SDWISP accepts cash, checks, money orders, eCheck, and debit or credit cards (Visa, Mastercard, Discover).

### **I am a quarterly/annual subscriber and want to pay by check/money order. What is the address to mail my payment to?**

SDWISP  
PO Box 629  
Jamul, CA 91935

***Monthly subscribers are autopay only and must have an updated credit card on file for payment***

### **When is my payment due?**

Payments are due 1st of the month, and will be considered late after the 15th.

A late fee of \$30 will be applied if payment has not been received by two weeks after the invoice date. Service will be suspended after 30 days of non-payment.

### **How do I make an online payment?**

You can conveniently pay your bill through our customer portal at [sdwisp.com](http://sdwisp.com). Select "Existing Customers" in the upper right-hand corner. Log in and select "\$ Pay My Bill" from the options in the column to the left.

### **My credit card has expired/changed, how do I update that?**

You can easily change your payment information through our customer portal at [sdwisp.com](http://sdwisp.com). Select "Existing Customers" in the upper right-hand corner. Log in and select "Payment Information" from the options in the column to the left. From there you can update the expiration date or add a new form of payment.

**Where can I find my login credentials?**

When you establish an account with us, we will send you a welcome letter that includes your username and password. We also include them with each email with "Internet Payment Due" in the subject line. If you change your password from the one we assign, we encourage you to choose a unique password for this site alone. We recommend not using a common password you have for other accounts.

**How do I contact Billing?**

Contact us at <https://www.sdwisp.com/contact.html>

**How do I check my usage?**

It's unlimited! Enjoy!

Thank You,  
Lisa Hanson, a native Jamulian

*Updated March 2025*