

Instructions for On-Line Bill Review and Bill Pay

Customers can now review their current and past usage and pay their bill on-line. Additionally, customers can sign up to receive e-mail notifications when their new bill is mailed and when their account is past-due. ***It is recommended that you print these instructions for signing up as they will help you through the process.*** Once you have signed up, make sure you keep your user name and password in a safe location for future reference.

Before you get started, make sure you have your current bill available.

Information MUST be entered on the website EXACTLY as it appears on your bill!

Also, please note that there is a % convenience fee added when you pay your bill on-line. The convenience fee is charged by an outside service provider that processes credit card payments for the Utility District. The convenience fee is not collected by the Utility District and cannot be waived.

OK! If you are ready and have your current bill in hand, let's get started!

STEP 1

- Go to your District website
- Select Customer Service.
- Select On-Line Bill Pay. Please note, even if you are not planning to pay your bill on-line, you can still sign up to be able to view your account (both current and past usage) and to receive e-mail alerts when your bill is due each month.
- Select First time sign-in.

Welcome...please sign in to access your account.

User ID

Password

[First time sign-in?](#)

[Forgot your User ID?](#)

[Forgot your Password?](#)

STEP 2

- Begin entering the information EXACTLY as it appears on your bill. The form is case-sensitive, so if your bill appears in all capital letters, you must enter the information in all capital letters.
- In the field for District Code, enter number that is on the top right hand corner of your bill next to your account number.
- If on your bill your last name is shown first, please enter your last name first into the form.
- In the Service Address Field, after you enter the street number, hit the TAB button on your computer to go to the next field (street name).
- If you do not want e-mail alerts when your bill is due, then check NO under Special Email Alerts.
- After you completely fill in all required fields, click on Sign Me Up!

Create User ID And Password

Register for Online Account access. Online Account access enables you to manage your account online, 24 hours a day, 7 days a week.

Account Number * District Code *

Please enter the information Exactly as it appears on your latest bill.

Name *
Service Address *
User ID * Must be more than 5 characters long
Password * Must be more than 6 characters long
Reconfirm Password *
Email *
Re-enter Email *

* Required Fields

Special Email Alerts

Sign up to receive email alerts about your Account

Payment Due Yes No

Payment is Past Due Yes No

Email Bill Notification Yes No

Yes, I want my address, telephone number and Social Security number kept confidential.

Fill in the following fields to populate your Name and Address information on the payment form.

First Name:
Last Name:
Company: * Optional - Fill in only if applicable.
Address:
City:
State:
Zip Code:

STEP 3

- You will now see information about your account.
- To review your usage history, select your service (see below).
- **IF YOU WANT TO PAY YOUR BILL ON-LINE, SELECT PAY BILL AND CONTINUE TO STEP 4.**

Name	<input type="text"/>	Account	<input type="text" value="1-00-05224-00"/>
Address	<input type="text"/>	Service Address	<input type="text" value="1100 HWY 87 & O'NEIL"/>
	<input type="text"/>	Account Status	<input type="text" value="Regular"/>

Deposit Amount 150.00

Your service

Service	From	To	Billing Date	Payment Due
Period	09/01/2007	09/28/2007	09/28/2007	10/16/2007

Service	Meter #	Read Date	Prev. Read	Pres. Read	Usage	Curr. Read
WATER	2443012	09/25/2007	112.0	113.0	1.0	.0

Description	Amount
BALANCE FORWARD	46.23
PAYMENT -	46.23CR
WATER	46.00
REG FEE	.23
THIS MONTH TOTAL	46.23
CUR. PAYMENT - 10/16/07	46.23CR
TOTAL DUE NOW	.00

STEP 4 (To pay your bill on-line with a credit card.)

- Enter the amount you want to pay. **NOTE:** There is a convenience fee added to your credit card. The convenience fee is charged by an outside service provider that processes credit card payments for the District. The convenience fee is not collected by your Utility District and cannot be waived by Utility District. Enter only the amount you want to pay on your bill and the fee will be added on the next page.
- Select your payment method. **NOTE: The drop down menu will display which credit cards your Utility District has authorized.**
- Select Continue With Payment.

My Account Information User ID **FIRSTSTOP**
Email Address _____ Today 10/22/2007

Account #	Name	Service Address	Date Due	Amount Due
1-00-05224-00 (23)	_____	_____	10/16/07	____.00 Remove

Payment Method

Amount Due: *(Without convenience Fee)*
Your convenience fee will be calculated and presented on the next page.

Payment Type: ▼

STEP 5

- You must accept the convenience fee to proceed with on-line bill payment. Select Yes.
- Enter your credit card information and billing address. CVV is the three numbers listed on the back of your credit card (see box at bottom of page).
- Select Submit Payment. You will receive a confirmation number for your payment. Please make note of this confirmation number for future reference. You will also receive an email notification of your payment.

My Account Information

User ID **FIRSTSTOP**

Email Address

Today

10/22/2007

Account #	Name	Service Address	Date Due	Amount Due
1-00-05224-00			10/16/2007	.00
Amount Paid				46.23
Convenience Fee				2.31
Total Due				48.54

Payment Method

Total amount paid: **\$48.54**

Do you accept the fee? Yes No

The convenience fee will be listed as a separate line item on your credit card statement.

Payment Type: **VISA**

Card Number: 123456789101112

Exp. Date: 10 / 2007

CVV: 123

First Name: JOE

Last Name: CUSTOMER

Address: P.O. BOX 1234

City: MY CITY

State: TX

Zip Code: 71234

***Please make sure all fields are complete.*

Submit Payment

Cancel Transaction



CVV: This number is printed on your MasterCard and Visa cards in the signature area of the back of the card. (it is the last 3 digits AFTER the credit card number in the signature area of the card).

