

Watersmart Billing Portal Upgrade Project FAQs



Q: When can I access the site to see all the new features?

A: May 6th or after.

Q: When do we have to register by?

A: The billing portal will be available May 6th and after to re-register. Refer to your billing statement and be sure to register at least 24 hours prior to the due date of your bill.

Q: How do I register?

- A:
- 1 Register for online access by finding your account**
 - Go to services.medfordwater.org
 - Enter your Customer Number and Account Number, separated by a dash
 - Enter your zip code
 - Click on Find My Account
 - 2 Once the system finds your account, create a login to view it.**
 - Enter your email address
 - Create a password
 - Check the box to agree to the site's Terms & Conditions
 - Click on Take Me to My Account

Q: How do I activate autopay?

- A:
- Click on the Billing tab at the top, and select Bill Settings from the drop-down menu
 - Click on AutoPay on the left side menu
 - Click on Enroll in AutoPay
 - Click on Add New to add a new payment method
 - Choose your payment method and enter your information, then click Add
 - Click on Continue
 - Click on Create AutoPay, and you're all set!

Q: How do I activate paperless billing?

- A:
- Click on the Billing tab near the top of the screen, then select Bill Settings from the drop down menu
 - Click on Bill Delivery Method on the left side menu
 - Select Email, then click on Send Verification Email
 - Don't forget to check your email to complete this process!

Q: What if my autopay is scheduled for May 6th or after?

A: You will need to re-register online to make your payment, or give Customer Service a call to pay over the phone.

Q: I'm signed up for paperless billing, what do I need to do?

A: You will need to re-register online, and reset your paperless billing preferences. Please note: You may receive a paper bill if your billing occurs before you re-register.

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Q: Do I have to register?

A: Registration is not required to have a water account, but if you currently have autopay or paperless billing and want to continue those preferences, you will need to re-register online.

You can make a one-time payment without registering (see the image at right), but there are many other new benefits and features available on the Watersmart portal.

Q: Can I register or sign up for autopay or paperless billing over the phone?

A: For security purposes, registration over the phone with a Customer Service representative is not allowed. Customers are required to register online, and activate autopay or paperless billing online.

Q: Where can I sign up if I don't have a computer?

A: We will have a computer in our lobby where we can assist you with getting registered. Also feel free to reach out to a family member or trusted friend who can possibly assist you.

Q: I don't have email address, how do I register?

A: An email is required to register and access your billing account online or make a payment. If you do not have an email address, you can make a payment by calling our Customer Service line at 541-774-2430 and speaking to a team member during normal business hours, or using our automated system 24 hours a day, 7 days a week.

Q: How do I know if my information is secure?

A: Medford Water would not knowingly have you register at an unsecured site. The new billing portal has enhanced security features; we also require that you register the account yourself to protect your personal information.

One Time Payment

Account Number
00000000-0000000

Email
Not a valid email address

Re-enter Email
Email address cannot be blank.

By clicking Continue to payment, I agree to the Terms of Service

Continue to payment

Have additional questions?

Contact our Customer Service team at 541-774-2430 (press 0 during normal business hours to speak to a team member) or email customerservice@medfordwater.org.