Watersmart Billing Portal How-To

This tutorial will guide you through registration on the new Watersmart portal, as well as how to sign up for autopay and paperless billing.

STEPS TO REGISTER

Register for online access to the Watersmart Portal.

- Go to <u>services.medfordwater.org</u>
- Enter your Customer Number and Account Number, <u>separated by a dash</u>
- Enter your zip code
- Click on Find My Account

Your Customer Number and Account Number can be found near the top right corner of your bill.



Welcome Look up your account to explore your water use. It's free, and it only takes a minute. Find my account OR Log in
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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

We found your account 123 Anywhere Lane Not you?	Enter your email Create a password I agree to the site's <u>terms</u> and privacy policy
Your data is always secure and private. Create a login to view your account now.	Take me to my account



Once you've registered, activate automatic payments and paperless billing.

STEPS TO SET UP AUTOPAY

Setting up autopay:

- 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, and
- Click on Enroll in AutoPay.

Home \$ Billing ∧ I Track I Take Action SERVICE ADDRE Payment Iz3 Anywhere Lar Payment Bill Settings Account NUMBER 0000000-0000000 View Bill Payment Bill Settings AutoPay View Bill Pay Bill AutoPay AutoPay OFF Next Bill Due Date Dec 1, 2023 Payment Method N/A	Logout
SERVICE ADDRE Payment 123 Anywhere Lar Evaluate Bill Payment Bill Stattings View Bill AutoPay Pay Bill Manage AutoPay AutoPay AutoPay is the easiest way to pay your water bill. You can stop auto payments any time. AutoPay OFF Next Bill Due Date Dec 1, 2023 Payment Method N/A	
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Understand Bill Payment Method N/A	
Compare Bill	av
Forecast Bill	
Bill Settings	
Bill Delivery Method	

Add a new payment method

• Click on Add New

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ling	Create New AutoPay > Water Payment # 0000000-	0000000	
lford OR 975	Payment Method		
	Add new		
	Continue		payments any time.

• Choose your payment method and enter your information, then click Add.

E-Check	Debit	Credit	Digital V	Vallets
Â				
Where can I f	ind my rou	uting and a	count nur	nber?
1:12345123	41:3218239	5284 I	23451234 (52841:3218235#
	Account	Check OR	Routing	Check Account
Checking	🔵 Sav	vings		
8				
Account Num	ıber	Re	Enter Acco	ount Number
Bank Name		Na	ne on Acco	ount
Set as defau	lt payment m	ethod		
		Add		

• Click on Continue.

ſ	Create New AutoPay > Water Payment #00000000-0000000	
75	Payment Method	
H	My Wallet	
	• VISA ************************************	
	Add new)a
	Continue	

• Click on Create AutoPay, and you're all set!

WaterSmart WATER	Current Datance Details	× CLOSE
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' Bill :oPay	Total Amount Bill Amount	baymen [.]
ate Bill derstand Bill	Payment Type Visa (Debit)	
npare Bill recast Bill	Account Number	
ttings Delivery Method	✓ By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.	
\$ (541)-774-243	Create Auto(Imy	су
Email Us	Back	e ormatio

You can print this information for your records.

Confirmation #	410413
Payment Type	Water Paymer
Account #	0000000-000000
Payment Method	Visa (Debit) ************111
Start Date	May 2, 202
Frequency	Bill amount on the due date
Payment Amount	Bill Amoun
Total Amount	Bill Amoun
	Print

STEPS TO SET UP PAPERLESS BILLING

Signing up for paperless billing:

• 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

SERVICE ADDRESS 123 Anywhere Lane, Medford OR 97504	ACCOUNT NUMBER		
Payment View Bill	Bill Delivery Method		
Pay Bill AutoPay	Bill Delivery Method You will receive your bill statements by	○ Email ● Paper	
Evaluate Bill Understand Bill			
Compare Bill Forecast Bill			
Bill Settings			
Bill Delivery Method			Ş

- Select Email, then click on Send Verification Email
- Don't forget to check your email to complete this process!

Bill Delivery Method	
Bill Delivery Method You will receive your bill statements by	 Email Verify your email Send verification email Paper

For more information on the Watersmart portal, including FAQs, go to <u>medfordwater.org/watersmart</u>. If you have any questions, please contact our Customer Service team at 541-774-2430 or <u>customerservice@medfordwater.org</u>.