# 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

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



## 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.

MEDFORD	WaterSmart					English	Logout
🕈 Home 💙 💲	Billing ^	Track	Take Action	🔯 Settings			
SERVICE ADDRE 123 Anywhere Lan	Payment Evaluate Bill	ACCOUN 4 00000000-	T NUMBER 0000000				
Payment View Bill	Bill anttings	AutoPay					
Pay Bill		Manage Auto	Pav				
2 AutoPay		-	easiest way to p	oay your water bill. Yo	ou can stop auto pay	ments any time.	
Evaluate Bill		Next Bill Due D		1, 2023			
Understand Bil		Payment Met	hod N/A				
Compare Bill					3	Enroll in AutoPa	y
Forecast Bill							
Bill Settings							
Bill Delivery Me	ethod						

## 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?
: 12345123	4 1: 3218235		23451234 (	5284:3218235*
			Routing	Check Account
Checking	<u> </u>	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	đ
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
e <b>\$ Billing</b> E ADDRESS Inte Way Dr, Medford OR 975	Frequency <ul> <li>Bill amount on the due date</li> </ul>	
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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.	
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Email Us	Back	e ormatio exOne. ,
		<b>v</b>

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			6

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

Bill Delivery Method	
<b>Bill Delivery Method</b> You will receive your bill statements by	<ul> <li>Email</li> <li>Verify your email</li> <li>Send verification email</li> <li>Paper</li> </ul>

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>.