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 services.medfordwater.org
- 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.

CUSTOMER # - ACCOUNT #: 00000000-0000000

1 - medfordwater.org

SERVICE ADDRESS: 123 Anywhere Lane

Questions?
customerservice@medfordwater.org
541-774-2430

BILL DATE: 4/12/2024

SERVICE DATES: 3/11/2024-4/09/2024

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

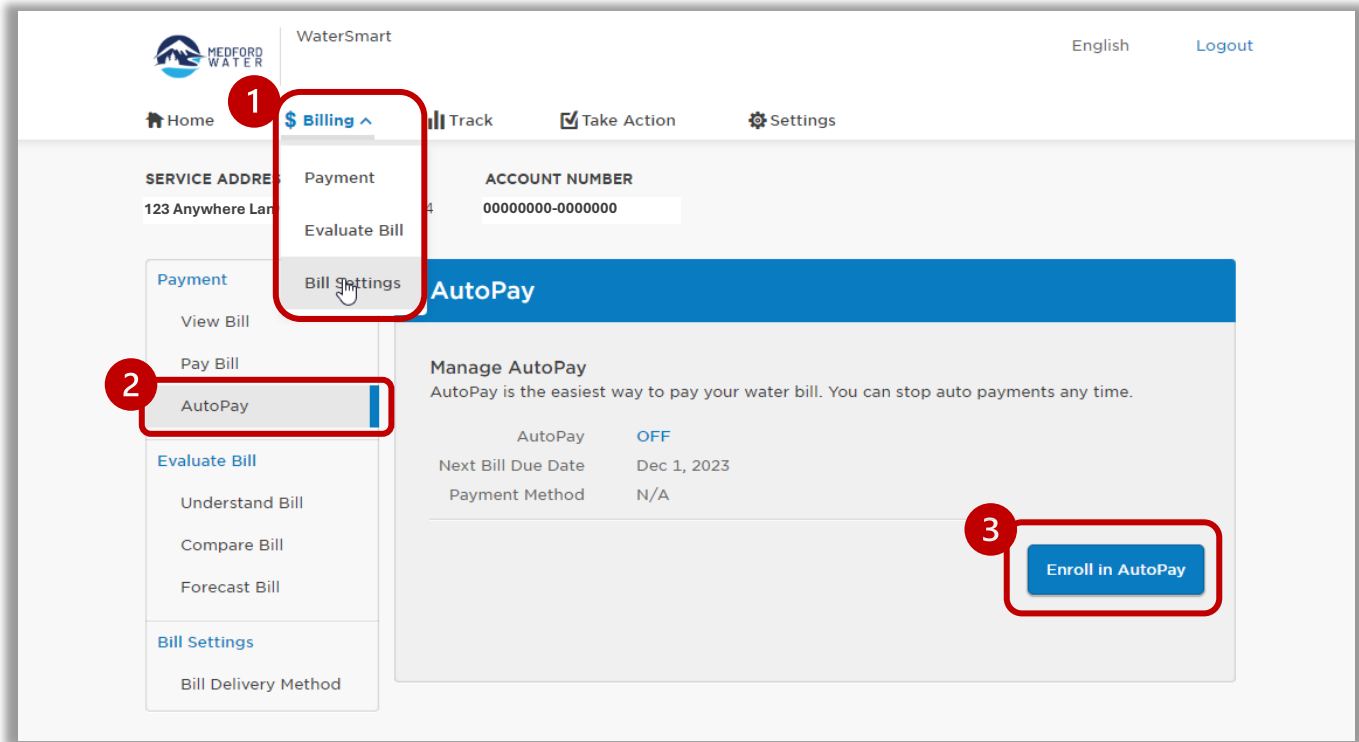**Once you've registered, activate automatic payments and paperless billing.**
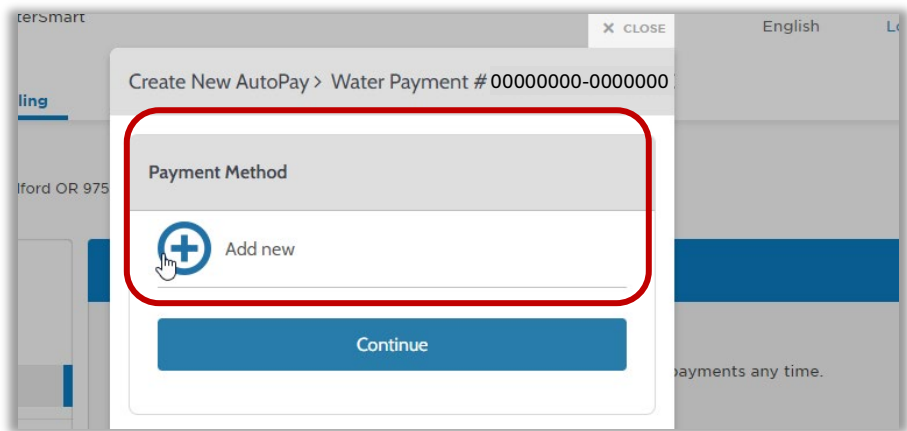
STEPS TO SET UP AUTOPAY

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.

Add a new payment method
- Click on Add New

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

- Click on Continue.

- Select the check box to authorize payments, click on Create AutoPay, and you're all set!

You can print this information for your records.
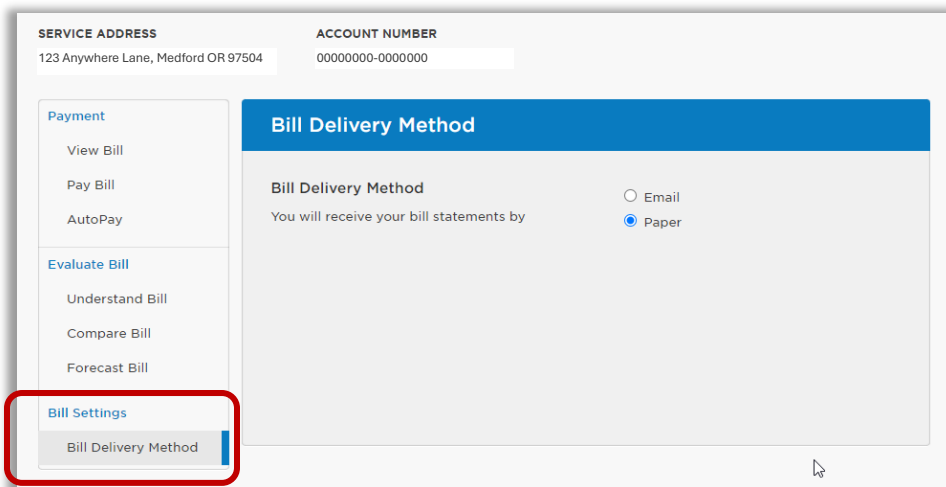
STEPS TO SET UP PAPERLESS BILLING
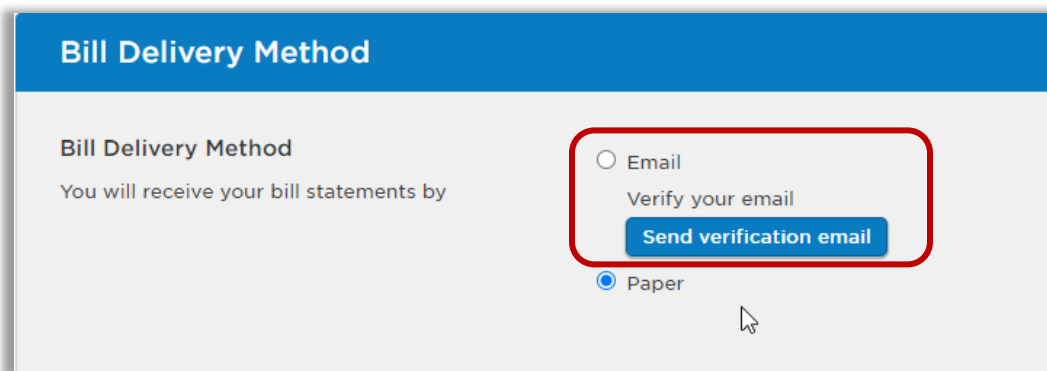
Signing up for paperless billing:

- Click on the Billing tab near the top of the screen, then select Bill Settings from the drop down menu
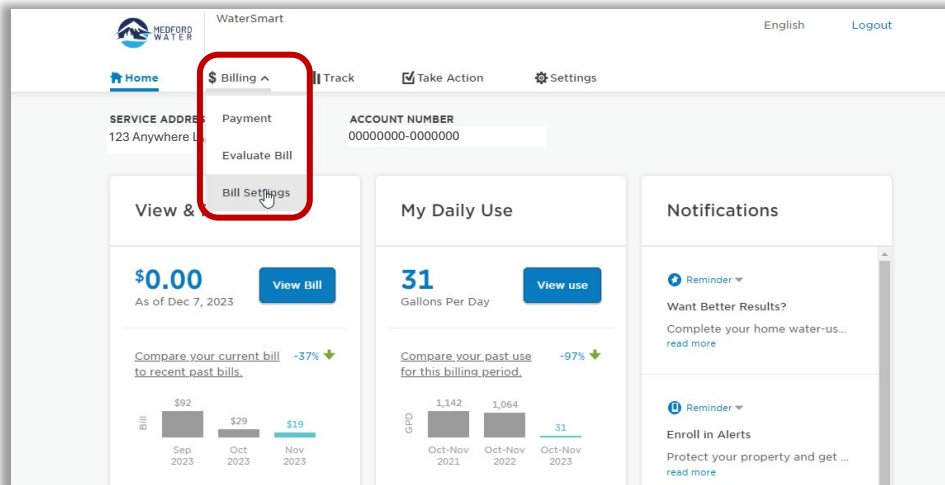
- Click on Bill Delivery Method on the left side menu

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

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