

# 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](https://services.medfordwater.org)
- Enter your Customer Number and Account Number, separated by a dash
- 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 #: 00000000-00000000	
Questions? customerservice@medfordwater.org 541-774-2430	SERVICE ADDRESS: 123 Anywhere Lane BILL DATE: 4/12/2024 SERVICE DATES: 3/11/2024-4/09/2024

Welcome

Look up your account to explore your water use. It's free, and it only takes a minute.

Customer # - Account #

Zip code

Find my account

OR

Log in

### 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?](#)

Your data is always secure and private. Create a login to view your account now.

Enter your email

Create a password

☐ I agree to the site's [terms](#) and [privacy policy](#)

Take me to my account

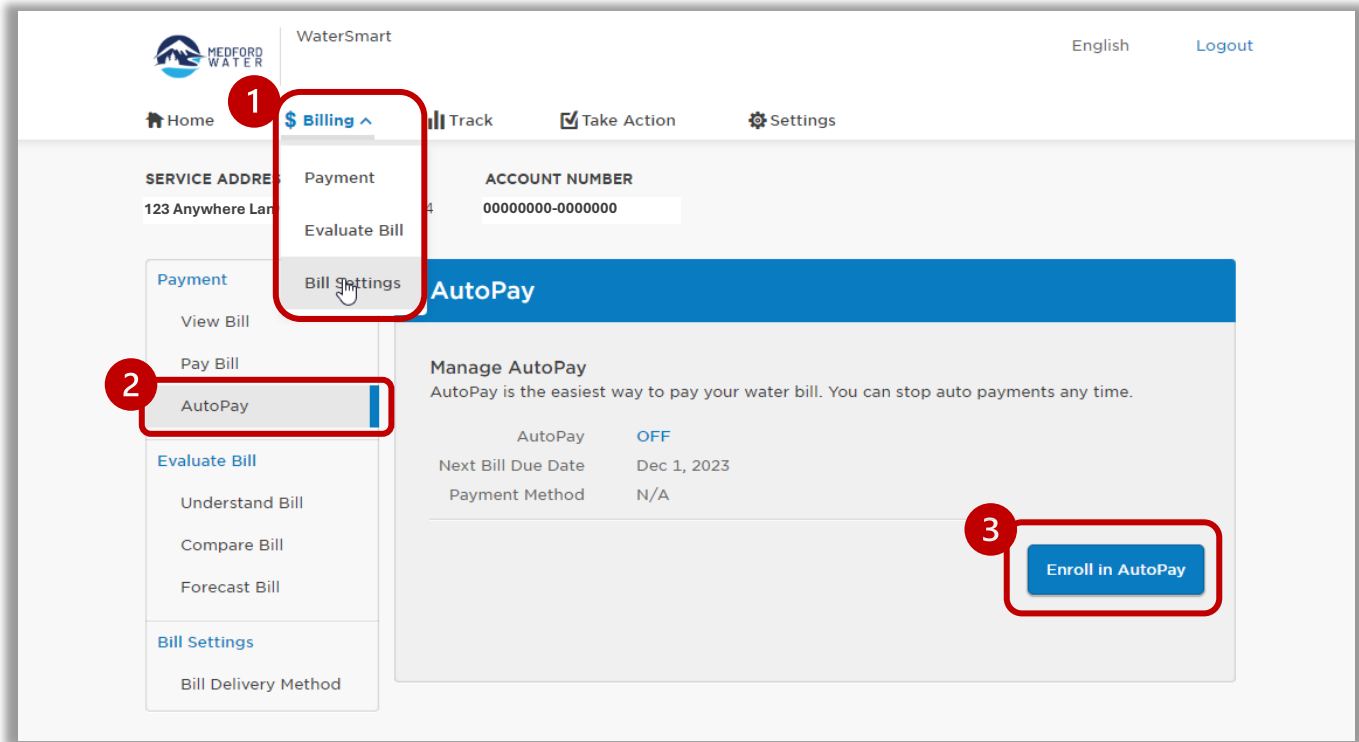
[I already signed up](#)

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

STEPS TO SET UP AUTOPAY

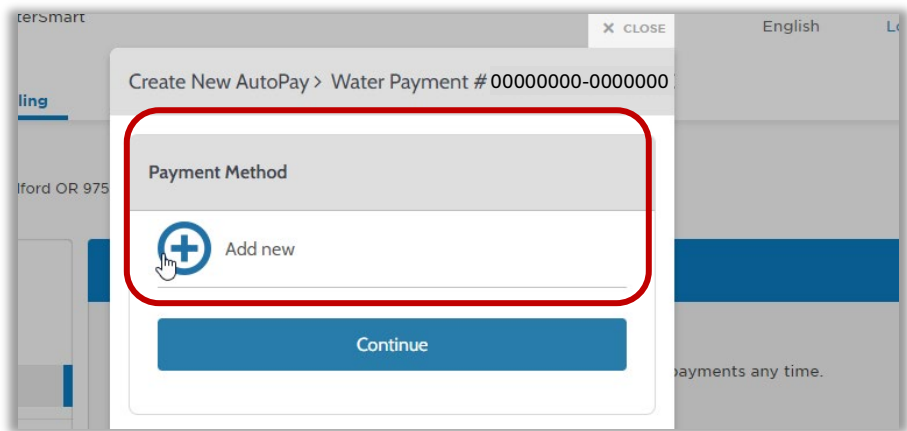
Setting up autopay:

- 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.



Add a new payment method

- Click on Add New



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

975

E-Check Debit Credit Digital Wallets

Where can I find my routing and account number?

123456789 10111213141516171819202122232425262728293031323334353637383940414243444546474849505152535455565758596061626364656667686970717273747576777879808182838485868788899091929394959697989900

Routing Account Check OR Routing Check Account

Account Type

☐ Checking ☐ Savings

Routing Number

Account Number Re-Enter Account Number

Bank Name Name on Account

☐ Set as default payment method

Add

Back

- Click on Continue.

X CLOSE

Create New AutoPay > Water Payment # 00000000-00000000

Payment Method

My Wallet

\*\*\*\*\*1111 | Exp 04/29

Add new

Continue

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

The screenshot shows a 'Current Balance Details' form with the following fields: Frequency (radio button selected for 'Bill amount on the due date'), Current Balance (Bill Amount), Total Amount (Bill Amount), Payment Type (Visa (Debit)), and Account Number (\*\*\*\*\*1111). A checkbox labeled 'Authorize Payments' is checked and highlighted with a red box. Below the checkbox is a text block explaining the authorization. At the bottom, the 'Create AutoPay' button is highlighted with a red box, along with a 'Back' button.

**Frequency**  
☒ Bill amount on the due date

**Current Balance**  
Bill Amount

**Total Amount**  
Bill Amount

**Payment Type**  
Visa (Debit)

**Account Number**  
\*\*\*\*\*1111

☒ **Authorize Payments** 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.

**Create AutoPay**  
**Back**

You can print this information for your records.

The screenshot shows a 'Schedule Created' confirmation form with the following fields: Confirmation # (4104138), Payment Type (Water Payment), Account # (00000000-00000000), Payment Method (Visa (Debit) \*\*\*\*\*1111), Start Date (May 2, 2024), Frequency (Bill amount on the due date), Payment Amount (Bill Amount), and Total Amount (Bill Amount). The 'Print' button is highlighted with a red box, along with a 'Back to AutoPay' button.

**Confirmation #** 4104138

**Payment Type** Water Payment

**Account #** 00000000-00000000

**Payment Method** Visa (Debit) \*\*\*\*\*1111

**Start Date** May 2, 2024

**Frequency** Bill amount on the due date

**Payment Amount** Bill Amount

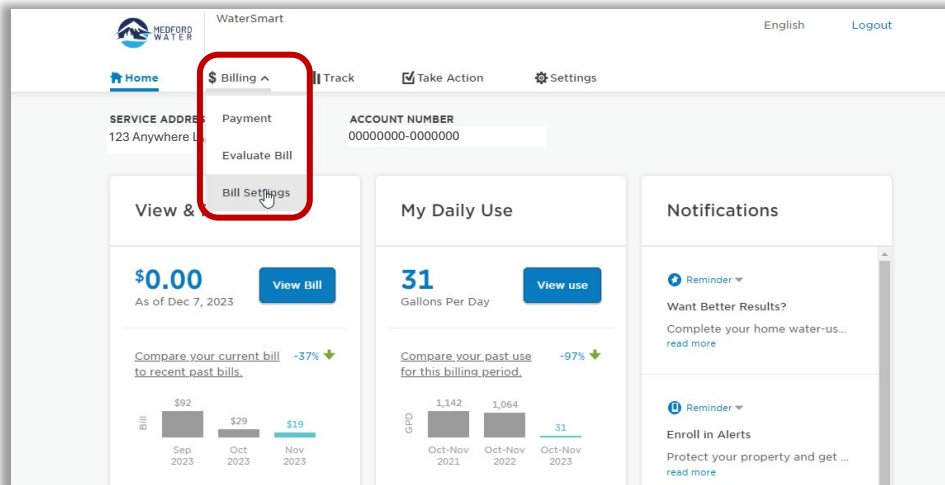
**Total Amount** Bill Amount

**Print**  
**Back to AutoPay**

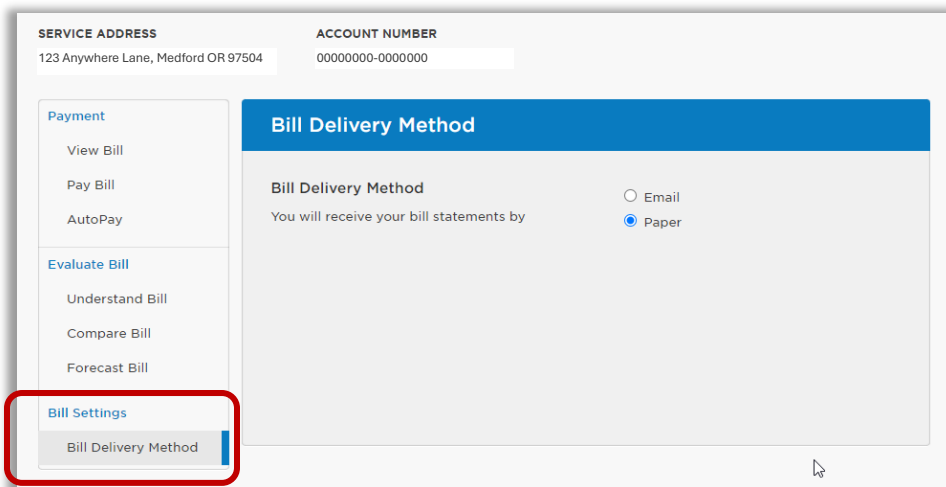
## STEPS TO SET UP PAPERLESS BILLING

### Signing up for paperless billing:

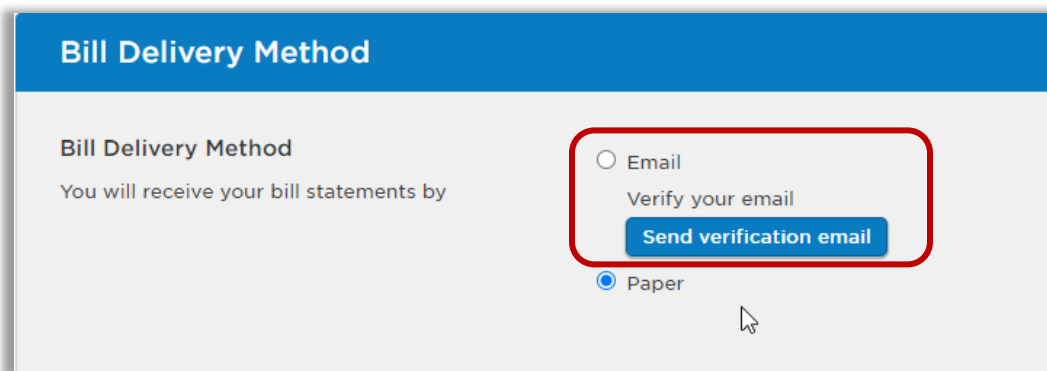
- Click on the Billing tab near the top of the screen, then select Bill Settings from the drop down menu



- 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](https://medfordwater.org/watersmart). If you have any questions, please contact our Customer Service team at 541-774-2430 or [customerservice@medfordwater.org](mailto:customerservice@medfordwater.org).