

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: 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.

Q: Do I have to sign up?

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. There are many other new benefits and features available on the Watersmart portal as well.

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

A: For security purposes, registration over the phone with a Customer Service representative is not allowed. Customers are required to register online on their own.

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: 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.