

Watersmart Billing Portal How-To



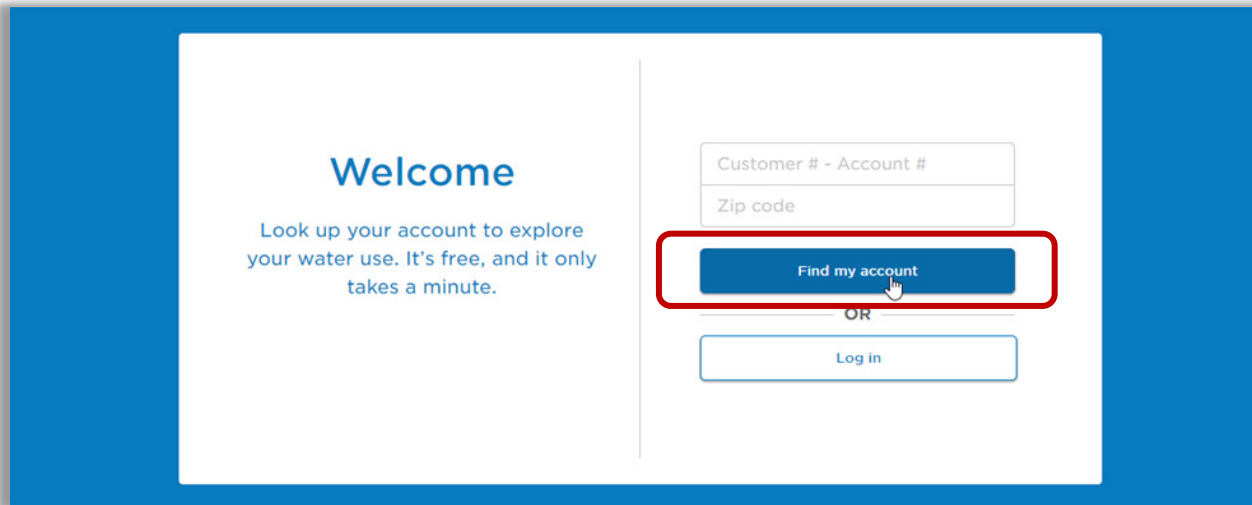
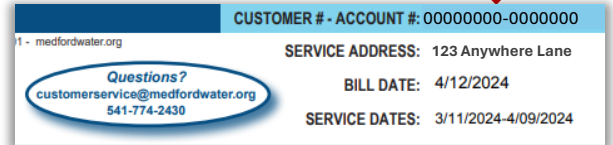
This tutorial will guide you through registration on the new Watersmart portal, as well as how to sign up for autopay and paperless billing.

STEPS TO REGISTER

Register for online access to the Watersmart Portal.

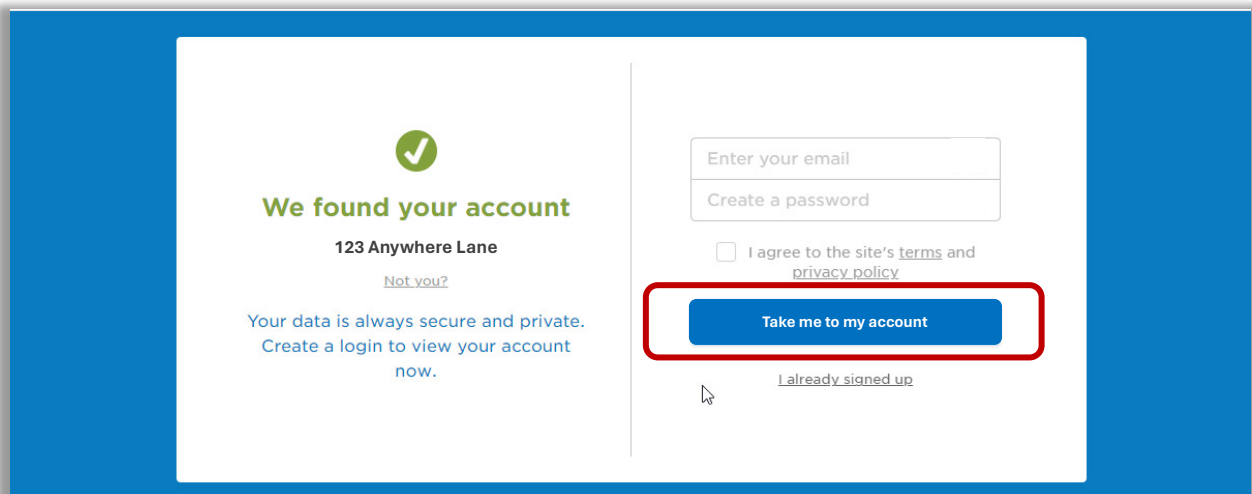
- Go to services.medfordwater.org
- Enter your Customer Number and Account Number, separated by a dash
- Enter your zip code
- Click on Find My Account

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



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

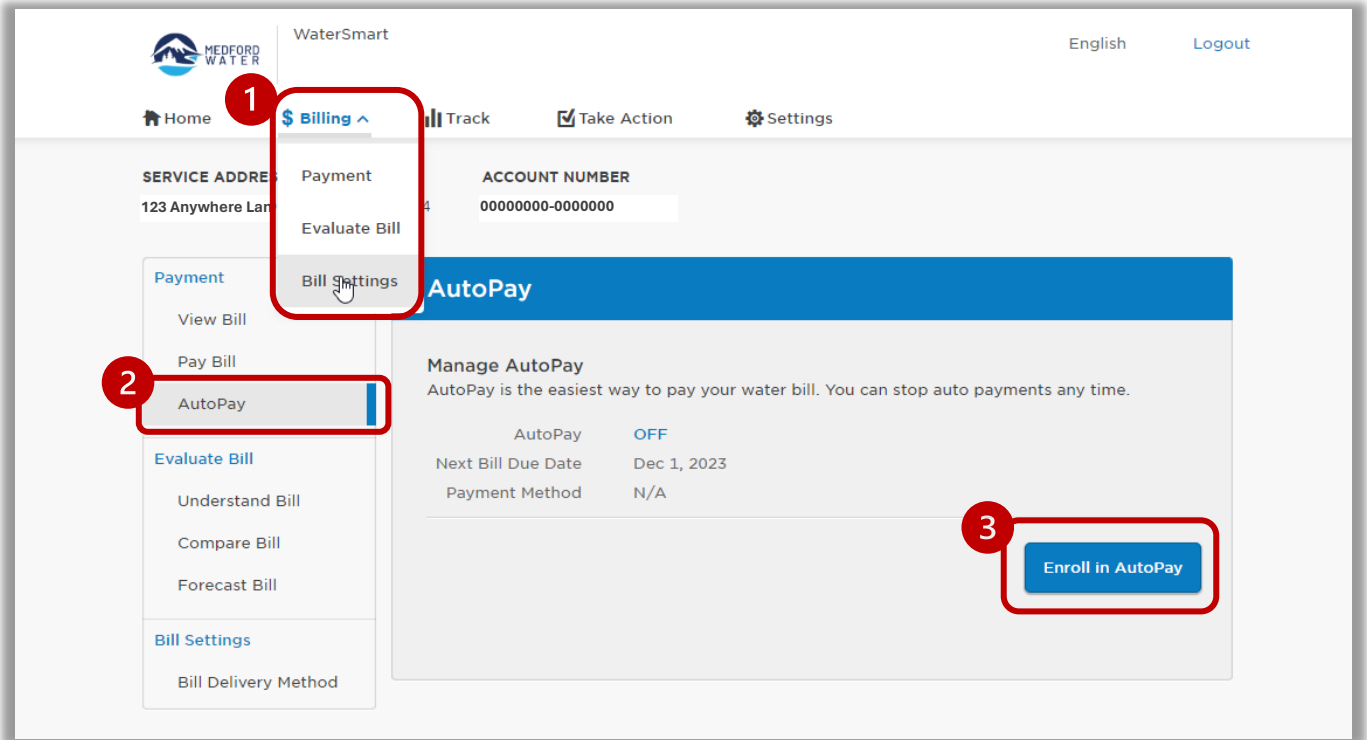


Once you've registered, activate automatic payments and paperless billing.

STEPS TO SET UP AUTOPAY

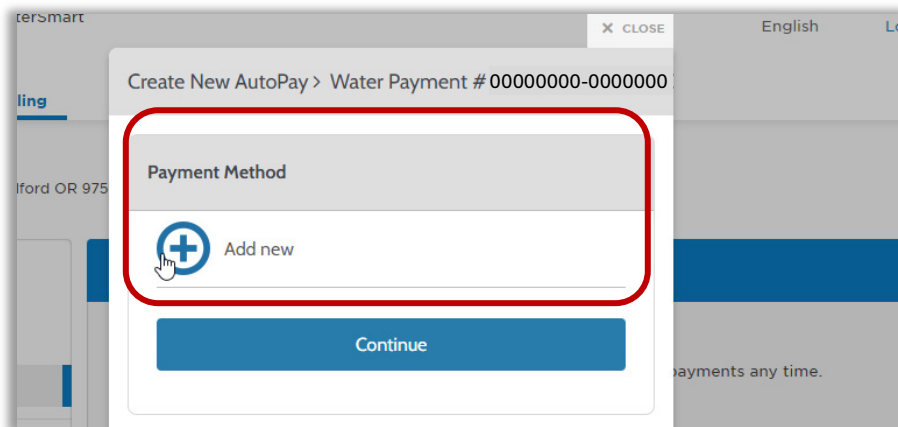
Setting up autopay:

- 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.

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E-Check Debit Credit Digital Wallets

Where can I find my routing and account number?

⑆ 123456789 ⑆ 3218235 ⑆ 5284 ⑆ 123456789 ⑆ 5284 ⑆ 3218235 ⑆

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.

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CREATE NEW AUTO PAY > Water Payment # 00000000-00000000

Payment Method

My Wallet

*****1111 | Exp 04/29

Continue

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

WaterSmart

Current Balance Details

Frequency

Bill amount on the due date

Current Balance

Bill Amount

Total Amount

Bill Amount

Payment Type

Visa (Debit)

Account Number

*****1111

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.

WaterSmart

Schedule Created

Confirmation # 4104138

Payment Type Water Payment

Account # 00000000-0000000

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

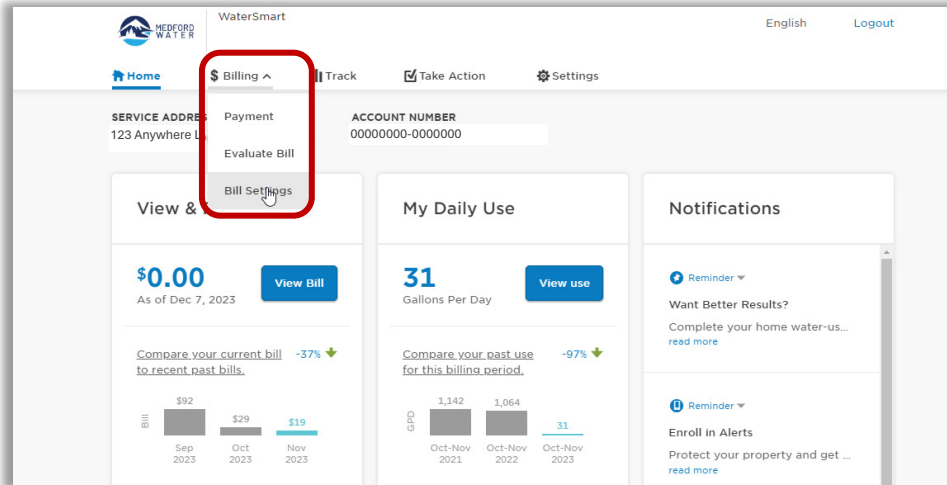
Print

Back to AutoPay

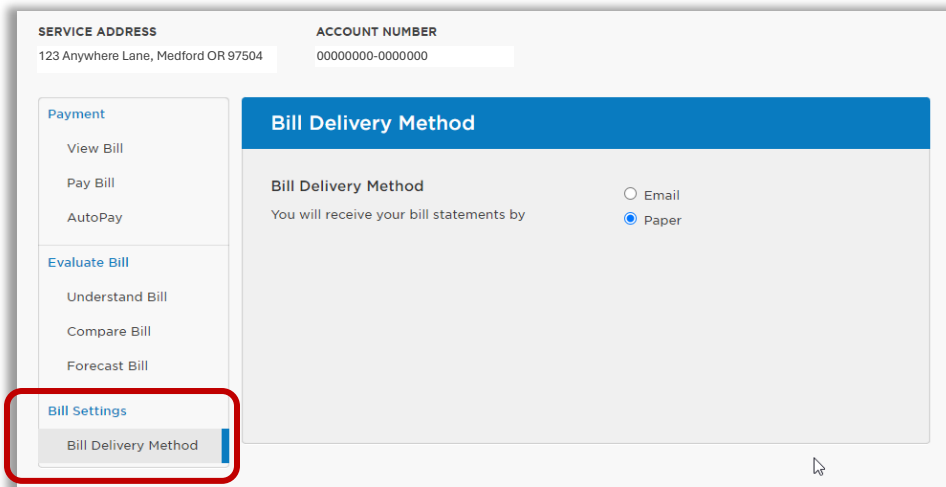
STEPS TO SET UP PAPERLESS BILLING

Signing up for paperless billing:

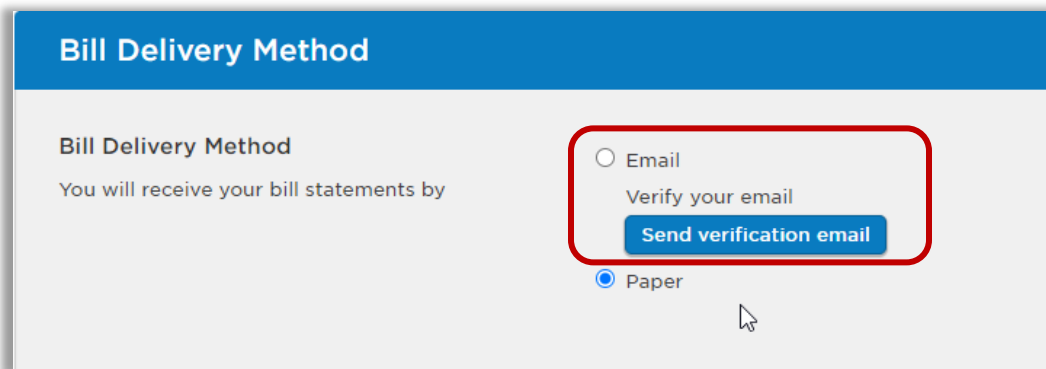
- Click on the Billing tab near the top of the screen, then select Bill Settings from the drop down menu



- 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. If you have any questions, please contact our Customer Service team at 541-774-2430 or customerservice@medfordwater.org.