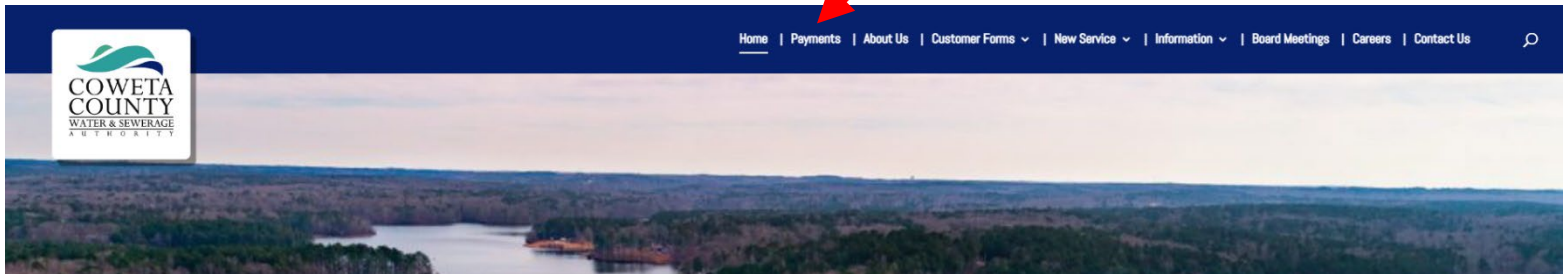


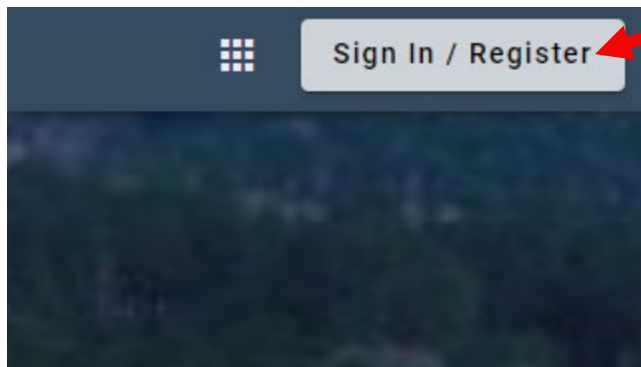
Step by Step Payment Portal Instructions with Screenshots

Step 1: Go to www.cowetawater.com

Step 2: Click Payments at the top of the screen

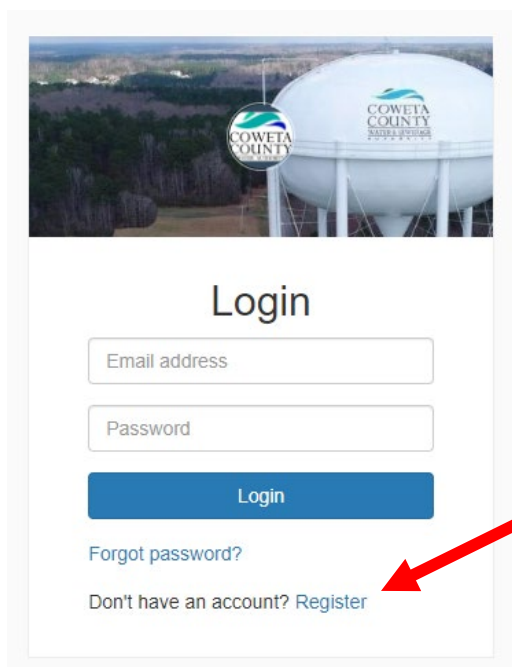


Step 3: Click Sign In / Register

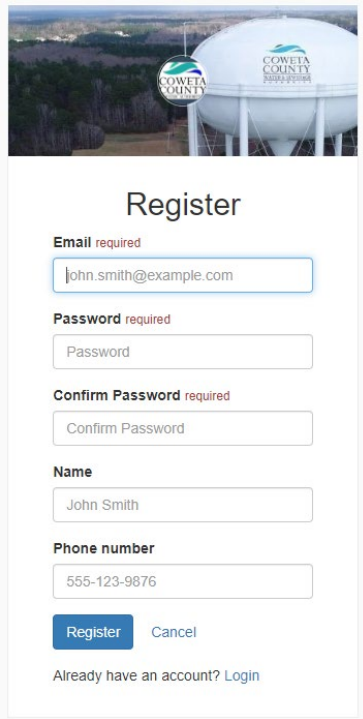


Top right corner, click Sign in/Register

Step 4: Click Register – Do not login unless you have already registered in the NEW portal



Step 5: You must have an email address to Register. Complete the Registration.



Register

Email required
john.smith@example.com

Password required
Password

Confirm Password required
Confirm Password

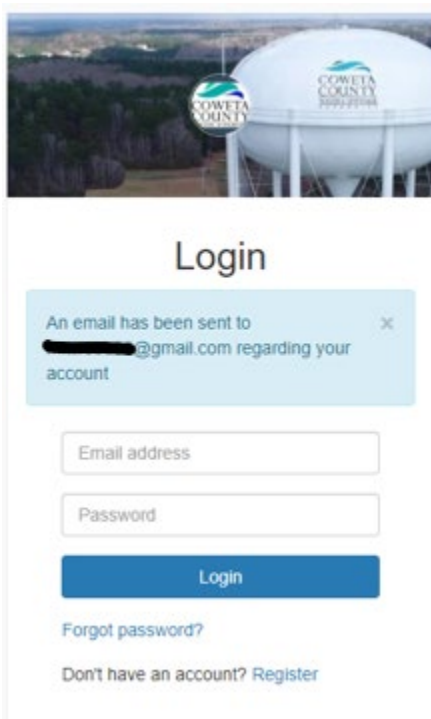
Name
John Smith

Phone number
555-123-9876

[Register](#) [Cancel](#)

[Already have an account? Login](#)

Step 6: If registration is completed correctly, you should see this screen. Go to your email account to complete the registration process.



Login

An email has been sent to [redacted]@gmail.com regarding your account

Email address

Password

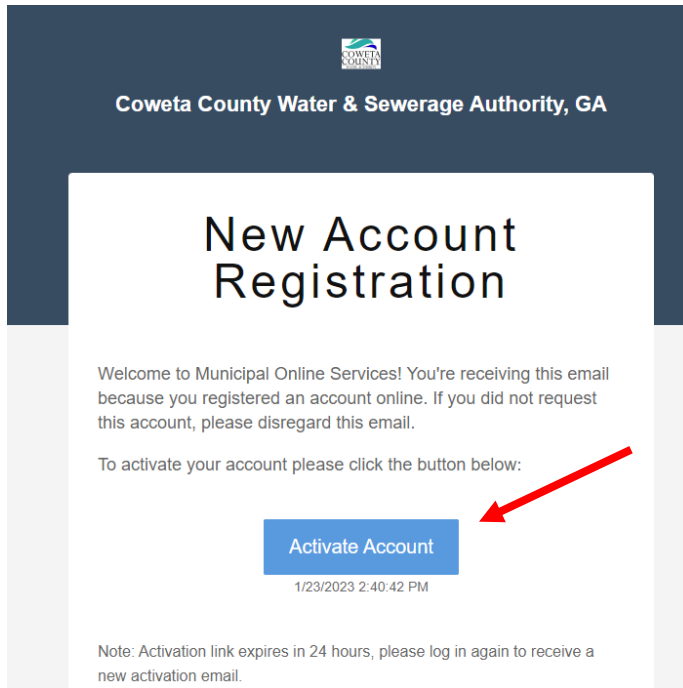
[Login](#)

[Forgot password?](#)

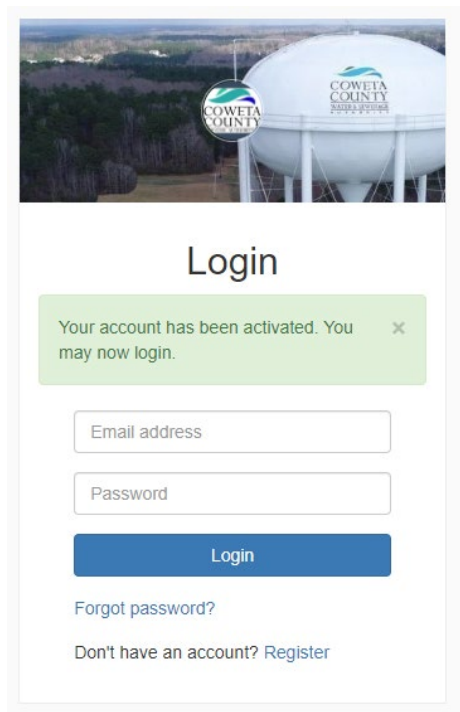
[Don't have an account? Register](#)

Step 7: The below email should have come through to your personal email address that you used to register. Click Activate Account.

Note: this email will expire within 24 hours. If you do not click Activate Account within 24 hours of registering, you will have to begin the registration process over again.



Step 8: You should see the below screen if you activated your account correctly. Login with your email and password that you used during the registration process.



Step 9: Once you login, click on Pay My Bill

Welcome to our "New" online payments website!

The following services are available:

- Pay My Bill
- Miscellaneous Payments (for payments **NOT** related to your monthly bill)

On cut-off day payment must be received by Customer Care by 4:00 PM to have service reconnected the same day. Payment received after 4:00 PM will be reconnected the following day. If your service has been disconnected, you must speak with a Customer Care representative to have your service reconnected.

Available services

- Miscellaneous Payments
- Pay My Bill

Additional links

- Remove from my services

Welcome

Welcome to our "New" online payments website.

Step 10: Click Add Account

Accounts

You do not have any Pay My Bill accounts associated with your login. Add an account to access account details, pay your bills, and manage accounts.

Add account

Announcement

Our lobby is closed due to remodeling. If you need to meet with a customer care representative, call 770-254-3710 to make an appointment. The drive-thru is available Monday – Friday 8AM – 5PM

Contact us

770-254-3710

Contact us

Step 11: Enter the account number and last payment account, then click Add Account. **You will find your account number and last payment amount on your previous billing statement.** If your account is new, then your last payment amount is zero.

Let's find your account

Account Number*

Please include all dashes. For example: 0001-00101-01

Last Payment Amount*

Cancel **Add account**

Announcement

Our lobby is closed due to remodeling. If you need to meet with a customer care representative, call 770-254-3710 to make an appointment. The drive-thru is available Monday – Friday 8AM – 5PM

Contact us

770-254-3710

Contact us

Step 12: Your account has been created! From here you can pay your bill, enroll in auto pay, or schedule a payment.

The screenshot shows a utility account dashboard. On the left is a navigation menu with items: Home, Manage accounts, Account detail, Transactions, Consumption, Notification history, Service requests, and Contact preferences. The main content area features a 'Welcome back' message with a blurred name and account number, and a 'Your current balance is \$0.00 Due 2/6/2023' with a 'Pay now' button. Below this are three main sections: 'Last payment' showing a \$58.00 payment on 1/6/2023; 'Current bill' showing a \$52.00 bill on 1/22/2023; and an 'Announcement' about lobby remodeling. A bar chart compares consumption from Jan 2021 to Dec 2021 (blue) and Jan 2022 to Dec 2022 (green). On the right, there are buttons for 'Pay bills', 'Enroll in auto pay', and 'Schedule payment', each with a red arrow pointing to it. Below these are 'Contact us' information (770-254-3710) and another 'Contact us' button.

Step 13: To sign up for e-billing, click on “Contact Preferences”

This screenshot is identical to the one above, but with a red arrow pointing to the 'Contact preferences' item in the left-hand navigation menu.

Step 14: Under your address, you will see “Sign up for e-billing”. To receive your bill by email, click on the checkbox next to “Email”. Enter your email address, and then re-enter your email address to confirm it.

For a charge of \$2.50; you can receive your bill in the mail. Click on the checkbox beside “Mail Paper Copy”

You can also receive notifications either by phone or text. Under “Notifications”, you can select “None”, “Text”, or “Phone Call”

You can also receive “Reminders” by email. You can select “Bill reminders” for “New Balance” and “Past due”. You can also select “Auto Pay reminders” for “Successful payment”, “Drafted payment”, and “Payment method updated”

The screenshot displays the 'Contact preferences' page for 'Pay My Bill'. The page is divided into several sections:

- Header:** 'Pay My Bill' with a 'Pay now' button.
- Left Navigation:** A sidebar with icons and labels for Home, Manage accounts, Account detail, Transactions, Consumption, Notification history, Service requests, and Contact preference (highlighted).
- Notifications Section:** A box with an information icon and text: 'In the fields below please select the appropriate method of contact and enter in the number that you would like your Utility notifications to be sent to. Once you click on the update button your selection will be saved.'
- Account Information:** A blacked-out name 'Rd' and account number '0048-03780-01'.
- Sign up for e-Billing:** A section with a checked 'Email' checkbox and an input field containing 'XXXXXXXXXXXX@XXXX.com'. A 'Confirm email' input field is also present.
- Mail paper copy:** An unchecked checkbox.
- Notifications:** Radio buttons for 'None', 'Text', and 'Phone call' (selected). A 'Phone number' input field contains '(XXX) XXX-XXXX'.
- Reminders:** A section with a checked 'Email reminders' toggle. Under 'Bill reminders', 'New balance' and 'Past due' are checked. Under 'Auto Pay reminders', 'Successful payment', 'Drafted payment', and 'Payment method updated' are checked.
- Update Button:** A blue 'Update' button at the bottom right.

Three red arrows point to the 'Email' checkbox, the 'Phone call' radio button, and the 'Email reminders' toggle.

Please Note the Following:

Payment Methods Available and Associated Fees:

- **Cash and Check:** Fees are not applied to cash or check transactions.
- **Bank Draft:** Fees are not applied to bank draft transactions. To register for bank draft, please visit our website www.cowetawater.com and go to “Customer Forms”, then complete the Bank Draft Form or click https://ccwsa.formstack.com/forms/bankd_draft.
- **Phone Payments with a Live Representative:** Due to PCI (Payment Card Industries Standard Council) compliance, a live representative will no longer be able to process a credit or debit card payment over the phone.
- **Automated Phone System (IVR):** The IVR is available by dialing 770-254-3710 and selecting option 1 or by dialing 1-855-201-6470. You will need your account number and your last payment amount.
- **Credit/Debit Cards:** A 2.5% convenience fee is applied to all credit/debit card transactions.
- **E-Checks:** A fee of \$1.50 is applied to an individual E-Check transaction.
- **Recurring E-Checks:** A fee of \$1.25 is applied to each recurring E-Check transaction.

Statements:

- **Paper Statement in the Mail:** If you would like to continue to receive a monthly paper statement in the mail, a monthly fee of \$2.50 is applied.
- **E-Bill Statement in your Email:** E-Billing will allow you to receive to your monthly statement in your email. Fees are not applied for this service. To register for E-Billing, sign into the payment portal and select “E-Billing” under “Contact Preferences”.